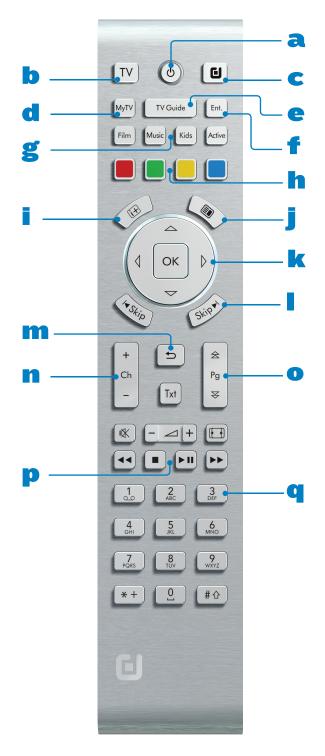
getting started





keep open for pages 6-18

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managing your homechoice account

changing your account details

If you need to change any details on your Homechoice account call a member of our Customer Care team on 0845 678 33 33. Alternatively, go to the existing customer section of our website at homechoice.co.uk/customer and login to your account using your internet username and password that were supplied to you in the Welcome Letter. From here you can click on the option to change your account details.

upgrading or changing your pack

If you would like to upgrade or change your pack in any way then please call a member of our Customer Care team on 0845 678 33 33.

phone options

If you would like to add or remove Homechoice Freetime Calls or Homechoice Anytime Calls or transfer to a Homechoice Line then please call a member of our Customer Care team on 0845 678 33 33.

add your account details in the space below for safe keeping

internet username	
internet password	
primary email username	
primary email password	
primary email address	
webspace username	
webspace password	
webspace address www.	

MOUIT DE

you can view your phone bill online

Simply go to the existing customer section of our website,

homechoice.co.uk/customer and login to your account using your internet username and password that were supplied to you in the Welcome Letter. From here you can click on the option to view your phone bill.

adding or removing a service part way through the month

If you choose to add or remove a service part way through the month you will see that you have not been charged the full monthly cost for that service.

when does the bill arrive?

Your first bill will arrive within 3 days of installation. You will then receive monthly bills just after the day of the month that you were originally installed. Every month, your statement will arrive two weeks before your billing date.



TYCUICK STATE you'll be enjoying homechoice' in no time at all

please start by folding out the flap on the cover

switch on your tv

Either press the on/off button on the TV itself or press the on/off button on your TV remote control.

2

switch on the homechoice set top box

Either push down the button on the top of the box or press the power button on the Homechoice remote (a). The light on the box will turn red. It will then go off before turning blue.

N.B. In the main section of this guide you will also find instructions on how to control your TV using the Homechoice remote (see page 10).

3

enter your PIN

This screen should list everyone in your household (see Pic 1). Scroll down to your name by using the down arrow, and then enter your PIN.

(You will find each person's PIN in your Welcome Letter). To add more people to the list call our Customer Care team on 0845 678 33 33. Keep all PINs in a secure place to ensure they remain private.

4

selecting channels

From the TV Guide screen (see Pic 2) you can scroll up and down to whichever channel you wish and select it by pressing OK (k). Once you have selected the type of programme you want to watch you can scroll through those programmes, again using up and down and selecting with OK.

If you were the last person to use the service, once you have entered your PIN you will automatically be taken to the channel that you were last watching.

the letters refer to the remote control fold out on front cover

5 changing channels

You can change channels in 4 different ways.

By scrolling between channels using the channel up and down button (n).

By pressing the TV Guide button (e) on the remote, selecting a channel genre and then scrolling between channels.

By pressing menu (j) and scrolling left or right.

Or by simply keying in the number of the channel if you know it (a) (1 for BBC ONE, 2 for BBC TWO, 3 for ITV1 etc).

6 switching homechoice off

Press the power button (a) on the Homechoice remote.

Then press the on/off button on your TV (either use your TV remote control or press the button on the TV itself).

(Remember, once you have set up the Homechoice remote to control your TV, you will not need to switch your TV off).



Pic 1: name selection



Pic 2: tv guide landing screen

the remote

on/off

Switches off set top box or TV set (depending on mode). Holding down this button for 5 seconds will 'hard reboot' the set top box

Allows you to switch to non-Homechoice mode

tv guide

Main guide for all channels

MyTV

Allows you to view your own TV guide, manage broadcast TV reminders and favourite on-demand channels

i+

Provides more information on the programme currently being viewed

left and right

When a channel menu or search bar is displayed, press these buttons to browse other channels' menus

ok

Ch

Pa

4 1

Shows the search bar. when a menu is showing onscreen, use the OK button to make a selection or set a programme reminder

homechoice button

Switches into Homechoice mode

tv guide shortcuts

Full guide for channels of that category

colour buttons

See onscreen description.
Pressing any of these buttons
while viewing an on-demand
programme will display the control
bar at the foot of the screen

menu

Displays channel menu. In on-demand channels, also switches channel menu between main and highlights mode

up and down

Allows you to scroll up and down menus and lists



Ch

Allows you to skip to the previous or next programme in video on-demand (VOD) channels

channel up & down

Allows you to change channel

mute

Turns volume on/off

rwd/stop/ffwd Use these buttons to rewind or

fast forward on-demand programmes or films. Stops any on-demand programme or film that is playing and takes you back to the previous screen



念

Pg

 \otimes

Txt

Hides any menu or onscreen message, and returns you to previous screen or channel

page up and down Allows you to go to the previous

or next page of menu

volume control

This function needs to be programmed as shown on page 10

play/pause

Press pause to stop any on-demand programme. Press play to start watching again

numbers

Allows you to select a channel directly or an onscreen option





use AAA alkaline **batteries** only



programming the remote



you can set up the homechoice remote so that it also controls your tv, to do this follow these simple steps-

Point the Homechoice remote away from the TV and press the TV button once.

2

Hold down the 1 and 3 buttons simultaneously on the Homechoice remote until the red light that surrounds the power button (a) is illuminated. It should blink twice and then go solid.

3

Point the Homechoice remote at your TV and press the power button (a) once.

4

The power button (a) light will flash approximately every 2 seconds whilst it searches for the codes to control your TV. This can take a little time, so be patient!

5

When it has found a suitable set of codes, it will turn your TV off. You now have 2 seconds to press the power button (a) to accept the code. Then press it once more, keeping it depressed for 3 seconds to store the code.

6

The new codes should now be stored and the Homechoice remote should now control your TV. Simply press the TV button (b) to select TV mode or press the Homechoice button (c) for Homechoice mode.

the letters refer to the remote control fold out on front cover If the remote is unable to control some of the TV functions, simply repeat steps I to 6 until you find a set of codes that control all the functions of your TV.

Please ensure that only AAA alkaline batteries are used with this remote.

disclaimer
the homechoice®
remote can be
programmed to work
with the majority of
tvs, however not all
tv manufacturers
and model numbers
are supported

Jour Pin

everyone in your house has been given a unique PIN (personal identification number). you will find these in your welcome letter.

protecting kids

All of our video on-demand shows are specially rated to ensure that kids cannot access unsuitable on-demand programming. If you haven't already done so, you can set up PINs for your kids which offer the relevant protection. You do this by letting our Customer Care team know the kids' ages when setting up their PINs. The ratings will only be relevant if everyone uses their own PIN, so adults shouldn't share theirs with kids.

other PIN benefits

It allows you to create your own personal TV guide that lists just your favourite channels.

It also lets you create and access your own personal favourites of on-demand music videos, TV programmes and movies. Plus, it enables you to rent films and buy other products through your TV, and see who purchased them when your monthly statement comes.



Pic 3: the PIN screen

entering your PIN

When you first access Homechoice you'll be asked to select your name and enter your PIN. If you do not enter your PIN at this stage you will be asked to do so again each time you try to rent a film, view any on-demand programme with an age restriction, access your personal TV guide (MyTV) (d) or try to watch any of your favourites channels.

To change users without turning the set top box off, press TV Guide on the remote (e), then press the blue button (h). You'll then need to select your name and enter your PIN (see Pic 3).

additional PINs

To setup additional PINs or change existing ones, please call our Customer Care team on 0845 678 33 33 between 8.00am and 11.00pm, seven days a week.

digital tv

on homechoice you can watch a wide variety of digital tv and video on-demand programmes.

on the tv guide, programmes appear in red if they are currently showing, and white if they haven't started yet.

browsing channels

there are many ways to see what's showing on homechoice.

Channel menus allow you to view what's showing on other channels without changing the channel. Simply press the menu button (j) and scroll left or right. Press OK to select a channel, or stepback (m) to exit.

Alternatively, try using the search bar. Search bars offer brief information for each programme available. In non-VOD channels the bar lets you browse the TV schedule. In VOD channels the bar shows highlights of some of the programmes available.

there are 4 different ways to browse channels

1

By scrolling between channels using the channel up and down button (n).

2

By pressing the TV Guide button (e) on the remote, selecting a channel genre and then scrolling between channels.

3

By pressing menu (j) and scrolling left or right.

4

Or by simply keying in the number of the channel if you know it (q) (1 for BBC ONE, 2 for BBC TWO, 3 for ITV1 etc).



Channel menu

video on-demand (or VOD)

all our video on-demand (VOD) channels offer programmes that are available to view exactly when you choose, the VOD programmes listed on the tv guide are shown with a red 'view VOD' icon.



View VOD icon



Pic 4: TV guide menu

how to find a programme

To view all available VOD programmes press TV Guide (e), select 'All video on-demand' (see Pic 4) and press OK. To view a VOD channel select the 'view VOD' icon next to the channel title.

You will then see a list of VOD programmes on that channel, simply press OK to select one and enjoy.

Alternatively you can use the left or right buttons (**k**) to browse and choose from a selection of the channel's highlights.

ordering a pay-per-rental film

Homechoice lets you choose between hundreds of film titles. You can watch any of them at any time on a pay-per-rental basis.

Simply press the film button (g) on your remote, and select the 'view VOD' icon. You can then select your chosen film from the channel menu, view futher details or a free trailer, and add the film to your favourites. To purchase a film press OK or stepback (m) to return to the previous menu.

You can watch a pay-per-rental film as many times as you want within a 24hr rental period.

VOD controls

With VOD you have total control. You can rewind, play, pause, fast forward or stop whatever you are watching at anytime (see Pic 5).

Press forward or rewind once to start searching (**p**). While searching you can use the left and right button followed by OK to select a time frame in which to skip. To stop searching press play.

Press play/pause to freeze the programme and play to resume.

Press stop at any time to be taken back to the previous menu.

If you press stop during a pay-per-rental film you can return to it at the same position within the 24hr rental period, by selecting the film again.

skipping promos, programmes and films

In many VOD channels, you can use the skip buttons (1) on the remote control to view the next promotion, programme or music videos.

For example, in V:MX Hits™ (channel 400), you can skip backwards and forwards through the channel by pressing the left and right skip button, so you can watch favourite videos again and again.

Many menu lists and VOD channels have programme trailers displayed behind them. You can skip through these by pressing the left and right buttons (**k**) on the remote.



Pic 5: VOD controls

MyTV lets you create your own list of favourite channels, programmes and music videos. you can also use MyTV to manage programme reminders and view your current rentals.

creating your own tv guide

1

Press TV guide (e) and select the 'All Channels' option.

2

Highlight channels you'd like to place in your own personal list with the cursor (**I**k).

3

Then press the yellow button (h).

4

This will automatically save the channel to your personal TV Guide (My Channels).

your favourites

When entering an on-demand channel or viewing a programme or music video you can save it to your favourites using the yellow button. Choosing to save will create your own list of favourites.

To use the favourites feature you must be signed in under your own name and PIN.

remember

To change users without turning the set top box off, press TV Guide (e) and then press the blue button (h). You'll then need to select the right name and enter the PIN.

saving **VOD** programmes to favourites

To save a VOD programme to your favourites, simply highlight the programme you'd like to save, then press the yellow button (h).

saving music videos to favourites

Ī

To create your own list of favourite music videos, press the Music button (g). You can search through the music videos by selecting 'View VOD' within a channel.

2

Once you have chosen a music video you can then press the yellow button (In) to save it to your favourites.

viewing your favourites

There are 4 favourites channels



My Entertainment (channel 990)

2

My V:MX (channel 991)

3

My Kids TV (channel 992)

4

My Movies (channel 993)

To view a programme you've saved to a favourites channel, press the MyTV button on the remote or select the channel directly by keying in the channel number.

deleting favourites

To delete a programme from a favourites channel, highlight the item to be deleted then press the yellow button.

personal reminders

This feature lets you set up reminders so you don't miss a programme that you really want to watch. Once set up, a reminder will appear onscreen moments before the programme starts. You can also set it up so that the channel automatically changes to the programme you want to watch.

to set up reminders

From the TV guide, search bar or channel menu highlight the programme that you wish to be reminded to watch then select OK.

You can choose to have a reminder just for that programme, or the entire series (where the whole 'series' is available on-demand). Once you have made your selection an icon will appear next to the programme showing that the reminder has been booked. The reminder can be removed by highlighting the programme and selecting 'OK'.

When your programme is about to start a reminder alert will appear onscreen. You can then either select OK to be taken straight to the channel that the programme is showing on, or select stepback (m) to cancel the reminder.

To set the channel to automatically change to the programme that you have set a reminder for, press the MyTV button (d) and select 'My Reminders' from the MyTV menu. You will then see a list of all the programmes that you have set reminders for. Selecting a programme will display a control bar across the bottom of the screen which will give you the option to 'auto change'.

note that if 'auto change' has been set, the channel will change automatically.

replay

homechoice replay[™] enables you to watch some of the most popular **BBC** and **ITV** 1 programmes on-demand for up to 7 days after they're first shown.



Available now



Available soon

an on a channel menu denotes that it is a replay channel

Programmes marked with a red can be viewed immediately. Programmes marked with a white rare being shown currently and will be available to Replay soon.

To see a full list of Replay programmes available to view immediately on a channel, just press the menu button (j) on the remote when in that channel. Pressing the menu button once will show you the viewing schedule, pressing it a second time will take you to the Replay menu. You can then use the up and down buttons to browse (see Pic 6).

To return to the channel at any time, just press the stepback button (m).

don't forget to keep a look out for replay appearing on other channels in the future.



Pic 6: replay menu

your broadband

Your broadband connection will have been setup by the engineer, whilst installing Homechoice. However, you will need to setup your internet connection and account yourself. To do this simply insert the Broadband Installation CD (which comes with this pack) into the CD drive on your PC or Mac and follow the onscreen instructions.

what's included in your broadband?

High-speed connection is a given with Homechoice broadband, but did you know that you'll also get Homechoice email (webmail) which lets you pick up your emails from any PC you want?

Plus, you can also setup 12 email addresses for you or members of your family.

Then there's our spam filter which flags any junk email with a special marker so that you can delete any unwanted mail.

We also provide 100MB of webspace so you can create your own website.

And your broadband comes with a virus checker that automatically scans all emails to your Homechoice email account to help protect your PC from viruses.

how to check your email

Go to the existing customer section of our website and login to your webmail using the sign-in box at the top of the page (using your email username and password). Once you are logged in, you can then send and receive emails.

how to browse the web

Click on the Microsoft Internet Explorer icon. From here type in the website address (URL) of the site you'd like - then you're away!

you can find us at homechoice.co.uk

how to setup accounts for other people in your house, manage your email accounts, update your preferences or view your phone bill.

Go to homechoice.co.uk/customer and login using your internet username and password (your username is the first part of your email address. So if your email address is bigjohn@homechoice.co.uk, your username is bigjohn). Once logged in you will be able to manage your email accounts, update your preferences and even view your phone bill.



Homechoice website

website

take a look at our website, homechoice.co.uk. it's got a dedicated section for existing customers homechoice.co.uk/customer.

Here you can stay up-to-date with all the latest movies and TV shows currently showing and we'll also let you know which ones are coming soon to Homechoice (see Pic 7)

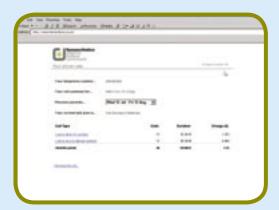
Plus, you'll find information about upgrading your service, get up-to-the-minute service news and a dedicated support section if you have any queries.

Finally the site will allow you to login and view your phone service calls (once you've logged in, click on 'View Phone Bill') plus, it lets additional users change their communication preferences and email passwords (see Pic 8)

Your internet password appeared in your main Homechoice Welcome Letter, but don't worry if you've forgotten it as there's a link on the login page called 'Forgotten your password?' which will retrieve it for you.



Pic 7: existing customers



Pic 8: homechoice bill

we like to spoil our customers, so on top of digital tv, video on-demand and high-speed broadband, all our packs come with two different call options.

If you did not choose either of our Talk Plans (outlined below) you can sign up now by calling our Customer Care team on 0845 678 33 33.

homechoice anytime calls

Make UNLIMITED CALLS DAY OR NIGHT to UK landlines starting with the dialling codes 01 and 02 for one fixed monthly charge.

homechoice freetime calls

Get INCLUSIVE EVENING AND WEEKEND* calls to UK landlines starting with the dialling codes 01 and 02 for no extra monthly charge.

view your phone bill online

If you have one of our Talk Plans you can see your phone bill online. Simply go to the existing customer section of our website, homechoice.co.uk/customer and login.

Once you have logged in, you can access your itemised phone bill by selecting 'View Phone Bill'. You can see a summary of your call charges in your monthly bill.

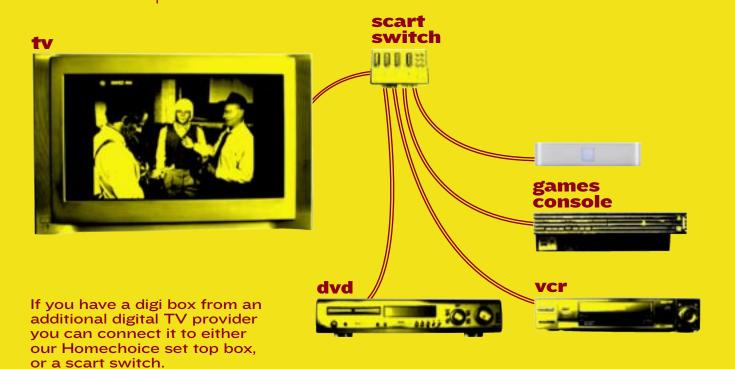
switch to a homechoice line

You can also select to have just one bill if you change to a Homechoice line instead of your current BT line. To do this simply call our Customer Care team on 0845 678 33 33.

^{*}Free calls are optional and apply to all UK area codes starting 01 and 02 excluding calls made between 8am-6pm weekdays.

all plugged in?

if nothing seems to be working, first of all make sure that your set top box is still connected correctly. if it has become disconnected, then follow the instructions below.



Safety

follow these simple rules and may your set top box live a long and healthy life!

never

Open the set top box.

never

Insert anything into the set top box.

never

Attempt to replace the leads of the set top box if they are damaged. Please report the fault to our Customer Support Advisors immediately and they will organise for a replacement to be delivered.

never

Insert any other cables into your telephone line socket with or without adaptors.

never

Operate the set top box in a damp or humid atmosphere.

never

Allow the set top box to obscure the ventilation holes of other equipment when placed on top.

never

Place any equipment on top of the box that exceeds 14kg in weight.

never

Leave wires trailing in a way that someone could trip over them.

always

Turn off the set top box at the mains before plugging in, unplugging or checking any of the equipment.

always

Ensure that there is at least a 10mm ventilation clearance between the top of the set top box and any object sitting upon it.

always

Ensure all packaging is safely stored away from kid's reach.

your notes



if you're stuck there are 4 ways we can help

Customer care 0845 678 33 33 enquiries@homechoice.co.uk

website

homechoice.co.uk check out our FAQs at homechoice.co.uk/faq ľ

Firstly, this GETTING STARTED guide will help you understand how to use our digital TV, video on-demand, broadband and phone services.

We've also included steps on how to tune your Homechoice remote to control your TV volume, and create favourites. Plus, there are some important equipment safety tips.

2

Alternatively check out our WEBSITE, homechoice.co.uk.

It has a comprehensive FAQ section homechoice.co.uk/faq that answers a wide range of questions about the Homechoice services.

3

There's also our ONSCREEN HELP on your television.

Simply press 999 on your remote and you'll get advice and directions on how to use the features of our TV service.

4

Finally, our dedicated CUSTOMER CARE TEAM is on hand to answer your queries from 8.00am – 11.00pm, seven days a week.

contact us

call us

Our Customer Care team are available to take your calls 8am – 11pm, 7 days a week on 0845 678 33 33

email us

Send your query to: enquiries@homechoice.co.uk

write to us

Customer Care Homechoice The Icon, Lytton Way Stevenage, Hertfordshire SG1 1AL







homechoice supports the charity CoreKids.

CoreKids is a therapeutic programme, which provides a safe environment to help children deal with the emotional and physical realities of having an alcohol or drug addicted parent.

find out more at corekids.org





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6 general safety tips for all audiences

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safety tips for
homechoice users

10 so whose responsibility is it?

how do I find out more?

foreword

More and more of us are experiencing the ever-changing world of digital television, video on-demand, personal video recorders, pay-per-view and interactive services provided through our TVs. We can have access to hundreds of channels and literally thousands of programmes at the touch of a button. Wonderful though all these technological innovations undoubtedly are, they also raise issues about how we as parents or carers monitor or supervise what our children might watch or do through the TV.

Before this new era, we were all able to rely on the trusted watershed. This ensured that only programmes suitable for children were aired prior to 9pm. However, in the more complex world we now live in, service providers and parents both have a responsibility to protect children from unsuitable content that could be available at any time of the day. The service provider in particular has a responsibility to provide customers with easy to understand information about the programmes, films or services they are supplying and easy to use tools which give them control over what ultimately appears on the box in their home.

So how can parents assess what our children should, and more importantly, shouldn't be watching? This Homechoice Wisewatch™ Guide provides top tips and advice on how to assess the suitability of TV programmes and protect children from viewing unsuitable content. It also explains Homechoice's excellent method of giving parents and carers full control of what appears on TV in their home. Together, we can ensure that the world of digital television has a positive impact on all that view it!

john carr, children & technology unit, NCH, the children's charity

overview for all audiences

what do parents need to know?

There's absolutely no question that kids' safety and protection is paramount and many digital TV suppliers have already taken steps to help protect kids from unsuitable programmes.

so what's being done within the industry?

watershed

The watershed is a policy that only applies to scheduled TV shows and is regulated by Ofcom (the independent regulator and competition authority for the UK communications industries). It states "Material unsuitable for children should not, in general, be shown before 9pm and after 5.30am." However, in the digital age, the watershed is not the only means that parents need to use to protect their children from viewing unsuitable content. With the introduction of video on-demand and personal video recorders, viewers of *any* age can potentially access *any* type of content at *any* time of day or night.

This is why the digital TV suppliers who provide these services should act responsibly and offer protection in other ways.

Take a look at some of the protection methods used by digital TV providers -

PIN controls

PIN (personal identification number) controls let parents limit what programmes their children can watch.

The level of protection that digital TV suppliers provide via PINs can differ, but they usually work in a similar way.

In most cases, each household is given a PIN, which needs to be entered each time premium (i.e. pay-per-view content such as films) or adult content is purchased.

However, parents should be aware that this type of PIN protection does not block access to other unsuitable content such as programming on standard channels. In addition, if the PIN is shared amongst the household, all protection it provides is lost.

47% of parents support the watershed and find it useful, but only one in five think that it's appropriate in the multi-channel world.

adult content

Many digital TV suppliers have adult content (pornographic or X-rated programmes) in their line-up. Parents need to be aware if this is the case so that they can take measures to stop their kids from accessing it. Digital TV suppliers PIN protect all this programming so parents can protect their children. That's why it's important that adults don't share their PINs with younger viewers.

pay-per-view content

Many digital TV platforms offer pay-per-view content. On most services this is purchased via the TV remote control using PINs.

Parents should be aware of how pay-per-view content is purchased so they can prevent their children from purchasing unsuitable (or too many) movies etc. without permission.

interactive services

Chatrooms and interactive gaming are increasingly available via digital TV platforms. In the main they are both safe and offer fun ways to enjoy the benefits of the digital age.

However, because children can 'speak' to other people without seeing them, parents should be aware of who their kids are interacting with.

what about advertising?

Often parents have concerns about advertising and its impact on their children. According to independent research recently conducted on behalf of Homechoice, a startling 77% are concerned about their kids' exposure to advertising.

In a commercial world, it is understandable that parents want to minimise the amount of advertising being directed at their children.

However, there has to be a balance and it is important for parents to understand that without advertising, many of the quality children's programmes currently broadcast would not exist. This is because programme makers get funding for their shows from the channels that they are broadcast on. The commercial channels themselves make money from companies who pay to have their adverts shown between programmes.

general safety tips for all audiences

Common sense and logical reasoning go a long way when it comes to your kids' viewing habits. By taking some simple steps, you can ensure that they are protected from watching unsuitable material. Take a look at our suggestions that will hopefully make for a happier home!

take control

Limiting and supervising what the kids watch, as well as watching programmes with them, can mean a lot of potential problems can be avoided.

Follow these tips to help you take control of your kids and the telly.

judge

Judge the suitability of programmes by taking note of any onscreen guidance given. Better still, watch TV with your kids, particularly if they're viewing something for the first time. This way you'll know whether you are comfortable for them to watch particular programmes unsupervised in the future.

93% of parents are concerned about their children watching scenes of a violent and sexual nature on tv.

talk

Talk to your children about anything controversial that they might see on TV. For older children, TV can be used as a great way to begin discussions about 'real life' topics such as teenage pregnancy, smoking, drugs or bullying.

spot the ad

Play 'Spot The Ad'. This helps your child tell the difference between a programme and an advert. It's important that they learn from an early age that adverts present a product or service in an exceptionally favourable light.

ratings

Take note of any advice and content ratings. They are there to be used and help viewers understand what is suitable viewing for different age groups. If you have digital TV, make sure you use security devices like PIN protection if it's available.

rules

Set some viewing rules and be clear and consistent with them. If you don't approve of your child's choice of programme, explain why and help him/her to choose something more appropriate. You may want to set some guidelines for the number of hours they are allowed to watch TV each day. This will help them to limit themselves to only watch programmes or movies that they really want to.



out of control

Be warned. It's easy to lose control of what your kids are watching. It can happen more easily if they have:

- A television in their bedroom. Who knows what they are watching behind closed doors?
- No guidelines from you about what to watch and what not to watch.
- No PIN protection or only a shared PIN, which means they might be able to watch any programme at any time.
- **4** A personal video recorder. Make sure you monitor what your children are recording.

case study

Dean & Kalli Fowler from Beckenham in London have two children; Jade aged 4 years and Taylor aged 17 months

"As parents of two young children, monitoring what they watch on television is incredibly important to us. With so much content on offer at any time of the day or night, we do worry about what they might be able to access as they grow older. Parents used to be able to rely solely on the watershed but this is no longer the only tool that should be used. We are reassured that digital TV companies are providing additional protection, which we will definitely use for our children as they become older."

safety tips for homechoice

the most popular methods to regulate kids' viewing habits would be a specially coded remote control 35%, onscreen guidance 26%, ratings for video on-demand 20% and personal PINs 20%

how does homechoice help protect kids?

At Homechoice, we pride ourselves on the high level of protection we offer, so that parents can regulate their kids' viewing.

These are some of the measures we've put in place -

homechoice® PINs

Homechoice gives each member of the household a unique PIN (or personal identification number). It's important that each person uses their own individual PIN. (See Figure 1)

The individual PINs help ensure that children cannot access unsuitable on-demand programming because all of our on-demand shows have age restrictions where necessary. When a customer calls customer services to set up a PIN for their child, their birth date is also noted on the system to ensure that the level of protection offered is automatically updated as the child grows older.

However, the ratings will only be relevant if everyone uses their own PIN. If an adult shares theirs with younger members of the household, the protection is lost. Parents should also

be aware that the PINs do not block access to pay-per-view content suitable for children (for example a kid's film) so they are still able to prevent their children from purchasing too many movies without permission.

channel guidance

trying to choose a suitable film?

With Homechoice you can find out what the film's age rating is, how much it costs to rent, plus we'll give you a synopsis of the film. This way you know in advance if it's appropriate for the kids to watch or not.

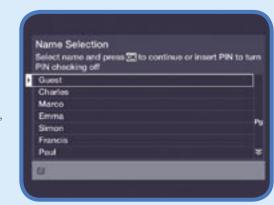
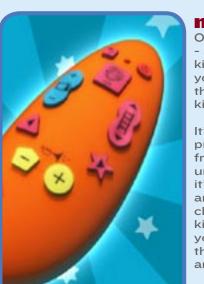


Figure 1: Homechoice PIN screen





minimote™

Our unique minimote - a remote control for kids - is free when you sign up to a pack that includes the kids' channels.

It's designed to protect your children from viewing unsuitable shows as it's pre-programmed and so will only let children view our kids' channels, giving you confidence that they're not watching anything unsuitable.

case study

Richard & Becky Lock from South London have one child; Noah aged 2 yrs They subscribe to the homechoice 2Mb Max Pack

"We've been extremely impressed with the safety tools that Homechoice provides for parents to monitor what their children watch. We're most concerned about our child being exposed to violent content. By giving him the minimote however we can ensure that he doesn't access any unsuitable programming whilst also allowing him to feel in control. That way we both win! We wouldn't hesitate to recommend Homechoice to others, both for their services and the child protection tools they offer."

so whose responsibility is it?

43% of parents believe that it's their own responsibility to censor unsuitable content.

because kids can't be expected to monitor their own tv viewing, it is both their parents' and the digital tv providers' joint responsibility to make sure that they don't watch unsuitable material

The service provider has a responsibility to provide safety facilities and to inform their customers what they are and how they work.

Equally, parents need to familiarise themselves with the safety facilities on offer and administer the controls properly.

Digital TV is an interactive, ever-changing medium - just like the internet. As most parents closely guard what their children do online (by using the various web protections available) they should also control their kids' TV viewing.

how do i find out out more?

for further information on broadcasters' responsibilities, you can contact the following organisations

Ofcom

Ofcom is the independent regulator and competition authority for the UK communications industries, with responsibilities across television, radio, telecommunications and wireless communications services. In particular it considers complaints concerning programming appearing on broadcast TV and radio channels.

ofcom.org.uk

ATVOD

The Association for Television On-Demand Limited (ATVOD) can be contacted regarding our on-demand services by writing to them at:

The Association for Television On-Demand Limited PO Box 31660, London, W11 4XB

the advertising standards authority

The Advertising Standards Authority is an independent body set up by the advertising industry to police the rules laid down in the advertising codes. It will consider complaints concerning broadcast television and radio advertisments.

asa.org.uk

the british board of film classification

The British Board of Film Classification is an independent, non-governmental body, which has exercised responsibilities over cinema since 1913, and over video since 1985. It recommends age certifications to all movies generally released in the UK.

bbfc.co.uk

citizens advice bureaux

The Citizens Advice service helps people resolve legal, financial and other problems by providing free information and advice.

citizensadvice.org.uk adviceguide.org.uk

the department of culture, media & sport

The Department of Culture, Media & Sport aims to improve the quality of life for all through cultural and sporting activities, to support the pursuit of excellence and to champion the tourism, creative and leisure industries.

culture.gov.uk

trading standards

Trading Standards Central provides consumer protection information in the UK.

tradingstandards.gov.uk

homechoice customers can contact us in the following ways -

email us

Send your query to enquiries@homechoice.co.uk or check out our website homechoice.co.uk

write to us

Customer Care Dept, Homechoice, The Icon, Lytton Way, Stevenage, Herts. SG1 1AL

call us

Our Customer Care team are available to take your calls 8am – 11pm, 7 days a week on **0845 678 3333.**

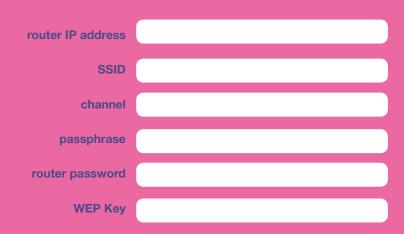
Parents should note that this guide only offers advice on how to protect children whilst they are watching digital TV and is not designed to provide guidance on internet monitoring. If you are concerned about protecting your child when they are accessing the internet, Homechoice recommends the parental control software CyberPatrol. Further information can be found on our website at homechoice.co.uk/broadband/control.html or by contacting our Customer Care department via the channels indicated.

"Homechoice", the Homechoice logo, "Digital Home Network", "Wisewatch" and "Minimote" are trade marks of Video Networks Limited Homechoice is a trading name of Video Networks Limited of 205 Holland Park Avenue, London W11 4XB. Registered England & Wales, No. 2740910

wireless



my wireless network information



contents

- 4 safety
- wireless devices
- wireless for mac
- router physical setup
- **homechoice router setup**
- guide to router & adapter lights
- wireless performance
- 2 troubleshooting
- 13 your notes

Safety first warning! our equipment contains high voltage levels

never

make any mechanical or electrical changes to the equipment

never

have leads running under doors

never

have leads running in such a way that someone could trip over them

never

allow anything wet to come into contact with anything electrical

always

keep cables away from hot surfaces

always

protect cables running across floors with a suitable cable guard

always

refer to this guide if you are going to make any changes to your wireless equipment

always

get rid of all packaging in a safe way

always

contact our Customer Care team if you have any questions

If you have any problems please try the troubleshooting tips in this Guide.

If your problems cannot be solved using this Guide or the Netgear Resource CD, please contact our Customer Care team on 0845 678 33 33.

wireless devices

our wireless devices allow you to link a number of other wireless network devices to a single shared internet connection.

The router will allow you to connect a number of computers without wires, and up to 4 computers by cable. The router will assign Internet Protocol* (IP) addresses to all the connected devices so that they all have a unique address on your home network. The router also allows all devices on your home network to communicate with each other.

The wireless adapter provided by Homechoice is the Netgear WG111, which can both send and receive information. Information transferred between our wireless router and other devices is sent as a radio signal.

*IP stands for Internet Protocol and is a set of rules which enable communication between devices

wireless for mac

to link the homechoice service to your apple mac without wires, you will need an airport/ airport extreme card. this may have come installed in your mac or you can buy it separately from apple.

you will need to enter some information into your wireless setup

Г

Go into the 'Networks' section of your system preferences and select 'AirPort'.

2

Then select 'Specify a Network' and pick your network from the drop down list. Your network is the name given to your router, and in most cases will be the last 4 digits of your account number.

3

Enter your Wired Equivalent Privacy* (WEP) key into the box labelled 'password' by typing a \$ followed by the 10 character WEP key. Your Homechoice engineer should have left you with your WEP key. If you do not have one please see page 8 for details on how to create one.

Please Note:

These instructions are based on the Mac OS X operating system



Apple AirPort Extreme card

*WEP stands for Wired Equivalent Privacy, and is a way of ensuring that your data cannot be read by others



router physical setup

connecting the router

П

Connect the network cable from the Homechoice set top box (PC port) to the router (WAN port). The WAN port is the port nearest the antenna.

2

If you are linking all PCs with a network cable, all network cables should be connected to the LAN ports on the router.

3

Switch on the Homechoice set top box using the on/off button on the top.

4

Plug the router into the power supply.

5

Either turn your computer on, or restart your computer.

6

Your wireless router should work as before.

disconnecting the router

1

Shut down all connected computers and wireless devices.

2

Switch off the Homechoice set top box using the on/off switch on the top.

3

Unplug the router from the router from the power supply.

homeshoise Fouter setup

router configuration

your homechoice engineer will configure your router at installation. should you need to reconfigure it for any reason, you can follow the steps outlined below-

Plug your router into the power supply and make sure your router is switched on.

2

Connect your computer's Ethernet port to any of the four LAN ports on the router.

3

Open your internet browser (this is the programme you use to connect to the internet e.g. Internet Explorer) and enter the router's IP address. In most cases this will be 192.168.1.1, and should be entered into the address bar of your browser, and click 'GO'.

If this does not work you should check the router configuration details given to you by the engineer, as any changes to your router configuration will be noted here.



Netgear WGR614 wireless router

4

You will be taken to the your router's login. Logging into your router will allow you to reconfigure its settings. The username to login will be "admin", and the default password is set to "password".

As on step 3, if this does not work please check the router configuration details given to you by the engineer.



You will now see a page that allows you to create/modify the wireless settings of your router. Complete the following information:

You can either use the last 4 digits of your account number, or create a name for

the router.

region: Choose 'Europe' from the list

channel: Select a channel number of your choice **mode:** This should be set to the default of B/G

security options: Make sure that WEP is enabled



To generate your WEP Key you will need to enter your pass phrase. In most cases, the engineer would have setup your pass phrase as the last 4 digits of your account number. Then click 'Generate'.

You will be given 3 WEP keys. Make a note of the first WEP key on the inside cover of this Guide as you will need this to configure all non-Netgear wireless devices. Please ignore the other two WEP keys.



Select the first WEP key, and click 'Apply'. This will reconfigure your router. After this has been done the same page will be refreshed.



On the left-hand side of the page you will see an option called 'UPnP', please click on this option. This will bring up the UPnP page. Select the 'Turn on UPnP' option and click 'Apply'. Your router should now be reconfigured!



Click 'Log Out'.

you will now need to configure your wireless devices to match this configuration. if your wireless device is a netgear device please see the netgear resourse cd. if you have a mac, please also refer to page 6. for all other wireless devices, please refer to the manufacturer.

router details

The Homechoice engineer records your router configuration details on a label for your safekeeping. It is important that you keep these details safe. You should copy them onto the inside cover of this booklet

Remember to make a note of all settings, usernames/passwords and your WEP key on the inside cover of this Guide.

To reconfigure the Homechoice adapter please refer to the Netgear installation guide

guide to router & adapter lights

check that everything is working

router lights

	label activity		description	label	activi	
	power green		The router is on with a good supply of power	ethernet port cont.	greei blinkii	
		amber	The router is booting up and not yet fully working		ambe	
		no light	The router is off/not receiving any power		ambe blinkii	
	internet	green/ amber	The internet is on and the internet port has detected a link with another device		no ligi	
		green/ amber blinking	Data is being sent or received	adapte	r ligh	
		no light	The internet is off/has detected no link with any other devices	activity	descr	
_	wireless	green	The wireless port is on and working	green	The adap	
_		no light	The wireless port has been disabled or not working	amber blinking	The adap	
	ethernet port	green	The LAN port has detected a link with another device at 100Mbps	no light	The adap	

label	activity	description
ethernet port cont.	green blinking	Data is being sent or received at 100Mbps
	amber	The LAN port has detected a link with another device at 10Mbps
	amber blinking	Data is being sent or received at 10Mbps
	no light	The LAN port is not detecting a link with any other devices

nts

activity	description
green	The adapter has found and joined a network
amber blinking	The adapter is looking for a network to join or sending/receiving data
no light	The adapter is not connected to the PC

wireless performance

factors that affect wireless performance

the location of your router

For maximum range, the antenna of your router should always be in an upright position and is in line of sight with your wireless adapter.

Do not place the router close to large amounts of water e.g. near a fish tank or radiator, as water can disrupt the radio signals being sent and received.

interference

Many devices can interfere with the wireless signal being sent/received by your router. Most typically, these are mobile phones, fax machines, cordless phones, microwaves and any radio transmitting devices e.g. baby monitors. Anything being transmitted using Bluetooth is also likely to cause interference.

If you think you are experiencing interference check to see if your router is close to any of the devices mentioned above, and if so move your router or the device causing interference.

If you think you are experiencing interference, but your router is not close to any other devices likely to cause interference, please check the Netgear Resource CD which gives additional troubleshooting tips.

If you are still still find yourself experiencing interference problems, please call our Customer Care team on 0845 678 33 33.

materials that have a 'limiting' effect on your wireless signal

There are certain materials that will limit the wireless signal being transmitted throughout your house. The most common 'limiters' are:

concrete

Wireless signals can be limited by concrete walls although not usually limited by softwood walls.

metal

Can reflect the wireless signal and reduce the range of the signal.

troubleshooting

if you are experiencing problems with your wireless connection, try the following simple steps-

reboot the homechoice adapter

Make sure that the Homechoice set top box, router and your PC are on with the adapter connected.



Disconnect the Homechoice adapter from your computer and wait for the Netgear icon to disappear from your system tray (lower right-hand corner of your screen).



Once the icon has disappeared, reconnect the Homechoice adapter to your computer.

3

Wait for the icon to appear. When it does, wait a further 20 seconds and then check if the internet is working.

try to re-establish the wireless connection

Make sure that the Homechoice set top box, router and your PC are on with the adapter connected.



Open the 'Netgear Wireless Utility' by clicking on the Netgear icon in your system tray (lower right-hand corner of your screen).



Go to the Networks tab. As soon as you select this your computer will begin scanning the area for wireless networks. Wait for the scan to complete. If no network is found please call our Customer Care team on 0845 678 33 33.



From the list that appears, select your network and click 'Connect'. In most cases, your network will be the last 4 digits of your Homechoice account number, unless you have renamed it (see step 5 on page 7).



Then you will need to enter your pass phrase and click 'Apply' (see step 6 on page 7).

5

Wait for 20 seconds after you have updated your settings and check if the internet connection is working.

try a full re-boot

Begin this with your Homechoice set top box and PC on, and your router and adapter plugged in.



Switch off your Homechoice set top box by using the on/off switch on the top.



Switch of the Netgear router by unplugging it from the power supply.

3

Shut down your computer.

4

Switch on your Homechoice set top box, again using the on/off switch on the top.

5

Reconnect the router to the power supply.

6

When the blue light on your Homechoice set top box shows constantly, start your computer.

7

Wait for 20 seconds after your PC has fully started up and check if the internet connection is available.

If your wireless equipment is not working, and none of this troubleshooting helps, please call our Customer Care team on 0845 678 33 33

your notes







contact us

call us

Our Customer Care team are available to take your calls 8am – 11pm, 7 days a week on 0845 678 33 33

email us

Send your query to: enquiries@homechoice.co.uk

write to us

Customer Care Homechoice The Icon, Lytton Way Stevenage, Hertfordshire SG1 1AL



internet security



contents

- 4 the risks
- **5** computer updates
- **9** firewalls
- 10 viruses
- 11 spyware/adware
- 12 parental control/popup ads
- 13 wireless security
- 14 website links

Broadband offers a world of entertainment possibilities. But there are risks too. In most cases, you can minimise these risks by taking simple precautions. This guide provides you with some crucial information which will help you and your family enjoy trouble-free surfing.

the risks

viruses

A virus is a small piece of software that hides in computer software. For example, a virus might attach itself to a spreadsheet in one of your software packages. Every time you open the spreadsheet, the virus begins to run, potentially damaging your computer.

email viruses

This sort of virus is spread through email messages. It usually spreads by automatically mailing itself to dozens of people in the 'victim's' email address book.

worms

A worm is a small piece of software that infects a computer and then replicates itself. Some worms scan the network or internet looking for other machines they can spread to.

trojan horses

A Trojan horse is a computer program that often hides within larger programs. It might seem harmless - they're often hidden within games - but they can create a backdoor to your computer, allowing someone else to access your machine remotely.

Some viruses, worms or Trojans can harm your computer, but others simply use your computer to replicate themselves and infect other machines. Whatever the effect of a virus, they're not good news. The vast majority will ultimately affect the performance and speed of your computer.

computer updates

keep your pc up-to-date

follow this simple procedure to start protecting your computer immediately

Both Windows and Mac have a feature that helps protect computers against the threat of viruses and worms. Most new viruses use parts of the operating system, browser or email programs to spread infection and/or damage computers. 'Patches' are regularly released for these programs to stop viruses from spreading. These patches 'fix' the program and stop the virus taking hold, so it's very important you keep your computer up-to-date with the latest patches.

It's easy to make sure your software programs are up-to-date. Just follow these easy steps. Once it's done, you'll get an alert onscreen whenever there's a patch you need to install.

Please note, if you haven't updated your opperating system recently, there may be a lot of patches to download. Download and install them as they will help to protect your computer from picking up new infections.



Pic 1

windows XP

If your computer runs Windows XP, it's best to set up your computer to receive critical updates via the XP Automatic Updates feature.



From the Start menu, select Control Panel.

2

Open the System control panel.





Open the System Control panel

Double click on the System icon, then the Automatic Updates tab, (see Pic 1) and tick the box "keep my computer up to date", or if Service Pack 2 is installed, select the Automatic Updates within the Control panel.



Tick either 'Download the updates automatically and notify me,' or 'Automatically download updates, and install them on the schedule that I specify'. You should select 'Every Day' (see Pic 1).

5

Click OK.

6

Your computer will now download future updates automatically, or alert you when they are available. If you opt to have your

computer alert you, you will still need to install updates when prompted.

When you see this icon: next to your clock in the lower right corner of your screen, it means that updates are available for you to install. Click the icon to begin the installation procedure. If you want to know which updates you are installing, click the details button on the next screen. Here you can determine which updates to install. If you decide not to do some updates they will still be available in the System Properties control panel shown above under Declined Updates. When you have finished reviewing the updates, click the Install button.

windows 98/ME/2000 SP2,3,4 and below

From the Start menu, go to Programs and select Windows Update. If this is not present, open Internet Explorer and navigate to: http://windowsupdate.microsoft.com.

2

This will take you to the Microsoft Update web site.

3

Depending on the version of your operating system, you may then get alerts of future critical updates. In any case, it is best to return to this service each week to ensure your computer is updated.



keep your mac up-to-date

apple macintosh system updates **OS X**

Go to the Apple menu in the top left hand corner of the screen and select 'System Preferences'.

2

Select the 'Software Update' option.



3

To set your Mac up to automatically check for updates select the 'Automatically' option (see Pic 2).

4

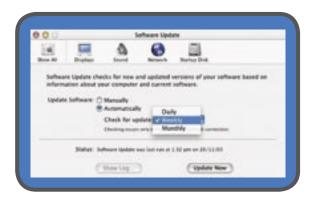
You can now select the frequency with which your Mac will check for updates (see Pic 3).

To complete the set up, close the window and your Mac will now automatically check for updates.

If you wish to look for updates independently of the automatic interval, return to the software update screen and click on the 'Update Now' button. Then follow the onscreen prompts.



Pic 2



Pic 3

apple macintosh system updates **OS** 9

1

Go to the Apple menu in the top left hand corner of the screen and select Control Panels, then select the Software Update control panel option.

2

To set up scheduled checking for updates tick 'Update Software Automatically' (see Pic 4).

3

Click on the Schedule button to select how frequently and when you wish your Mac to search for updates (see Pic 5).

4

Click on 'OK' after you have made your selection and you will return to the software update main window. You can decide whether you want to be alerted before installing updates or not (see Pic 4).

To finish the set up close the window and your Mac will check for updates automatically.

If you want to check for updates manually simply go to the software updates screen and click on 'Update Now'. Then follow the onscreen instructions.



Pic 4



Pic 5

firewalls

firewalls are like the lock on the front door of your house. they stop anybody from helping themselves to the information on your computer.

Firewalls work in a different way to anti-virus programs, because they don't scan your machine and remove infections. They can however prevent unprompted intrusions. There are a number of reasons why you should install a firewall.

1

It can stop a person is trying to get information from your computer without permission (a hacker)

2

It can prevent a worm (similar to a virus) infecting your computer

3

It will block a program accessing your computer or information on it

It is strongly recommended that all broadband users install a firewall on any computer that is connected to the internet. Please note: Firewalls do not remove viruses and worms from your system if it is already infected. They only help prevent your computer from becoming infected by worms and attacked by hackers. If you suspect your computer already has a virus, an up-to-date anti-virus program should be used to remove it.

For examples of firewall programs, please see page 14.

VIIISES

an anti-virus program protects your computer from viruses, it works by scanning files that are used on your computer and hunting down known viruses, it then either removes the infection from the file, or places the virus in quarantine so it cannot activate.

Most good anti-virus programs offer a number of important features.

They automatically update your computer with new virus definitions

2

They scan your incoming emails to check for viruses attached to them

3

They scan your outgoing emails to check that you are not accidentally spreading viruses (some viruses cause your computer to do this)

Anti-virus programs can be set to carry out regular scans of your computer to check no viruses have infected it.

Homechoice will warn you if you are opening a file that - even if it's not identified as a virus - has certain characteristics that are used in virus files. Homechoice automatically scans all emails sent to Homechoice addresses for viruses, but this does not offer 100% protection. Viruses can also infect your computer by being downloaded from the internet, by clicking on disreputable links or pop-up windows, or from other media (such as floppy discs or CD-ROMs).

Homechoice recommends that all customers install an anti-virus program on every computer connected to the internet. By running an anti-virus program, and keeping it up-to-date, you can protect your computer from the high number of viruses it is exposed to.

For examples of anti-virus programs, please see page 14.

Spyware

Spyware is a general term for a computer program that monitors your actions. Various companies use spyware to gather data about customers.

You should take precautions to protect your computer from spyware to ensure that no unwanted programs are running on your computer, and slowing down your internet connection.

Spyware is often installed during the installation of another program. This could be a demo program or freeware/shareware from the internet, so it is always important to know what you are installing.

There are programs that will protect your computer from spyware. Some are free, others are not. It is definitely worth installing a protective program. It is also important (as with anti-virus software) that you keep it up-to-date and regularly scan your computer for spyware.

For examples of anti-spyware programs, please see page 14.

adware

Adware is a software program that generates intrusive advertising when you are viewing the internet. Typically, it's installed whilst you're installing another recognised program. It will usually continue to generate adverts whatever you are doing on your computer.

Adware is not usually harmful but it can slow your internet connection. It can also be very annoying. You may receive unwanted emails, plus a large number of pop-up windows containing adverts.

Adware can be restricted if you run anti-adware programs.

For examples of anti-adware programs, please see page 14.

parental control

Parental control (or safe surfing) software is designed to help protect children from viewing or accessing unsuitable information on the internet. It works by classifying websites into categories, which can be set for different ages or types of users. You can also choose specific sites that you would particularly like to block.

Settings include restricting subjects like pornography, violence and hate sites. Alternatively, users can be allowed to visit only named sites which automatically restricts access to all other sites.

If you want to know more, please contact our Customer Care team on 0845 678 33 33, who will be able to help.

popup ads

Pop-up adverts are the little adverts that occasionally appear on your screen when you visit a website or click on a link. They are often adverts for products or websites related to the information that you are looking at, but sometimes they can be completely irrelevant.

Some websites have multiple pop-up adverts, making it very hard to browse. They do this to encourage their visitor to click

on one of the pop-up windows, earning them advertising revenue.

In order to protect yourself against this, you can activate pop-up blockers. These stop pop-up windows from appearing, making browsing more enjoyable.

For examples of pop-up blockers, please see page 14.

wireless security

if you choose to have a wireless internet connection to your homechoice broadband service, you should ensure that it is secure.

As the information you send and receive from the internet is transmitted wirelessly, other people could, with the right equipment, 'listen in' on the information. By using wireless equipment software you can encrypt information when it is passed between your wireless transmitter and PC. For information on how to do this for equipment that you have purchased yourself, please refer to the instruction manual that was provided with the equipment.

Customers who purchase wireless connection equipment from Homechoice, will have their equipment set up by a Homechoice installation engineer. The engineer will check that the wireless service is working correctly, and is securely encrypted. The Homechoice wireless service is fully supported by our technical support. If there are any issues, please call us on 0845 678 33 33.

please note, homechoice is unable to support wireless devices or routers which have not been purchased through homechoice.

website links

for microsoft windows users

firewalls

Symantec Norton Internet Security (available from symantec.co.uk)

Zone Labs Zone Alarm (available from zonelabs.com)

viruses

Symantec Norton Anti-Virus (available from symantec.co.uk)

McAfee VirusShield (available from mcafee.co.uk)

spyware

Spybot search & destroy (available from download.com)

Ad-aware (available from download.com)

adware

Spybot search & destroy (available from download.com)

Ad-aware (available from download.com)

pop-up ads

Stopzilla (available from stopzilla.com)

Symantec Norton Anti-Virus (available from symantec.co.uk)

McAfee VirusShield (available from mcafee.co.uk)

for apple mac users

protecting your computer against viruses

ClamXav (available from clamxav.com)

spyware

MacScan (available from http://macscan.securemac.com)

please note: although homechoice® has suggested this software for your use, we are unable to provide support. if you do require support, please refer to the software providers website.



contact us

call us

Our Customer Care team are available to take your calls 8am – 11pm, 7 days a week on 0845 678 33 33

email us

Send your query to: enquiries@homechoice.co.uk

write to us

Customer Care Homechoice The Icon, Lytton Way Stevenage, Hertfordshire SG1 1AL





contact us

don't fret! if you need help or advice with any aspect of our service then you can easily get in touch.

call us

Our Customer Care team are available to take your calls 8am - 8pm, Monday to Saturday on **0845 678 3333**

email us

Send your query to: enquiries@homechoice.co.uk

write to us

Customer Care Homechoice The Icon, Lytton Way Stevenage, Hertfordshire SG1 1AL







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digital tv broadband phone video on-demand

rest assured, you've made the right decision because homechoice® will revolutionise the way you use your tv, pc and phone!

in just one pack not only do you get all this:

digital tv

A great selection of quality channels letting you watch the best of what's on the box.

broadband

High-speed broadband in the choice of 2Mb, 4Mb or Max Speed (up to 8Mb).

phone

Great value call options from your home phone.

video on-demand

A huge choice of music, movies and TV ready to watch instantly, when you say so.

but we also give you all of this:

honesty

We don't mince our words. We tell you what you'll get in our packs and how much they cost to help you decide on the best one.

peace of mind

Everyone in the house has their own PIN, so you can regulate what the kids watch, plus we offer parental control for our broadband service.

customers come first

Looking after our customers is what we're about, so a dedicated Customer Care team is on hand to answer your queries 8am - 8pm, Monday to Saturday.

no dish or cable

We don't make any physical alterations to your phone line and we don't plonk a dish on your house.





digital tv

there's always something you'll want to watch

channels

From E4 to BBC THREE, you'll be spoilt for choice with the channels that come with our Base Pack.

more channels

And the Big Pack provides even more channels with MTV, Paramount Comedy, Discovery Channel and CNN as part of the line-up of the channels available.

more choice

Tailor your pack further by adding on either the Kids or V:MX Music TV Packs, or why not opt for the Max Pack which includes both?

plus

Sky Sports and Sky Movies are available direct from Sky via their Sky by wire service when you sign up to Homechoice.

broadband

banish slow, clunky dial-up to the history books.

choose between 2Mb, 4Mb or max speed (up to 8Mb)

2Mb is up to 4x as fast as standard broadband and means less waiting around to receive files or emails.

4Mb will get you up to 8x faster than standard broadband and is great for watching trailers and music videos, downloading songs and online shopping and banking.

Max Speed lets you receive data faster than ever before; up to 16x faster than some broadband services! It's ideal for downloading photos and playing online games.

plus

You'll get 12 email accounts, and great features like a spam filter, 100Mb of webspace and a Homechoice virus checker.

phone

you could make great savings on your phone bill.

homechoice anytime calls

From just £5 extra a month, you can make unlimited calls - at any time day or night, everyday of the week - to all UK landlines starting with the dialling codes 01 and 02.

You'll save up to £120* a year on fees alone compared to BT and get great value rates to mobiles and abroad.

homechoice freetime calls

Or you can simply take the option of inclusive evening and weekend** calls to UK landlines starting with the dialling codes 01 and 02 at no additional cost. These can be added to all our packs. You still get great value rates on daytime calls and on calls to mobiles and abroad.

video on-demand

hundreds of hours ready to watch when you want.

video on-demand gives you music, movies and tv ready to watch when you say so.

You can PAUSE, RWD, FFW or STOP all of our on-demand shows, just like you can with a DVD!

With our video on-demand there's no waiting around for 15 minutes for the show to start because you can watch it as soon as you've selected it.

homechoice replay™

There'll be no more fights when someone forgets to record EastEnders or Corrie because Homechoice Replay lets you watch some of the most popular BBC and ITV1 programmes ondemand for up to 7 days after they're first shown.



sign up!

It's time to put pen to paper and sign up for your 12 month subscription to Homechoice. You'll need to sign some contracts before we can place your order

why so many forms?

These contracts are necessary legal documents. To get Homechoice, you will need to sign the hire agreement (for the Homechoice set top box) and the service agreement. If you decide to subscribe to Sky Sports or Sky Movies you will also need to sign a separate contract, as they are still delivered by Sky.

choose the service you want

When you sign the forms you need to decide which pack you want, along with any add ons you may want. Remember that the Big Pack gives you more digital TV channels to choose from along with the added bonus of delivering a far wider choice of video on-demand to watch. Plus, you'll need to pick which broadband speed will suit you and your household's needs the best.

why must i pay by direct debit?

It is essential that we set up Direct Debit so monthly payments are taken from your bank or building society account. What's more, Direct Debit makes life simple because there's no need to worry about forgetting to pay your bill.







you've placed your order so now you can begin to look forward to getting the best digital tv channels along with high-speed broadband, phone calls and video on-demand.

your welcome letter tells you

When your installation will take place.

Your Web Password, which will allow you to setup your Homechoice email address, along with your account management so you can see your itemised phonebill, setup other TV members, get access to your webspace etc.

Your Account Number, which acts as a reference number if you need to contact our Customer Care team.

Your TV PIN, which enables you to control your Homechoice TV viewing as well as rent on-demand movies.

before your installation

You will receive a call from us to confirm when the engineer will be coming to install the service.

just before installation

Our engineer will ring you to confirm approximately what time he'll be arriving.



installation day

The engineer will explain the installation process to you before starting work. Once the equipment has been installed he will then demonstrate the service to you.

If you have chosen our phone service it will be switched on remotely approximately 2 weeks after Homechoice is installed. We'll send you a letter to confirm this.

approximately 3 days after installation

You will receive your first bill from Homechoice, which will invoice you for the first month's subscription.

Your payment for the first bill will be taken from your bank account by Direct Debit about 2 weeks later.

future bills

our bill will arrive 14 days before payment is taken. Each one will include any bay-per-view movies you've watched during the previous month and the cost or any services that you've taken part way through a month. These will be charged for accordingly.



do i need a cable or a dish, and will there be any drilling in my house?

No, Homechoice is delivered to you via your existing BT phone line so you do not need a cable or dish – even our Sky by wire packages are delivered down your phone line. No physical alterations will be made to the line either.

how long will it take to get the service once i have placed my order?

As long as there are no problems with your paperwork, or you have a relationship with another broadband or TV company, an engineer will come to your home and install the service about 8 days after you've placed your order. You will be able to

use your broadband and TV service immediately. If you opt to take the Homechoice phone service with your pack, it will be added approximately 10 days after installation.

do i need to tell my current broadband or digital tv provider that i am switching to homechoice?

Yes, you need to contact your existing broadband and/or TV provider to let them know that you wish to cancel your subscription. You should also ask your broadband provider if they can provide you with a Migration Access Code (known as a MAC) – this makes the migration process easier. Please then pass this code onto our Sales team.

how do i upgrade my pack or get further products from you?

For information about upgrades and optional extras, logon to our website homechoice.co.uk/customer/upgrades. Once you have chosen what you would like, or if you want to talk to a member of our Customer Care team about them, call 0845 678 3333.

what happens if i can't get homechoice?

We may be able to offer you other options, depending on the quality of your phone line, such as our TV only pack. This provides you with a selection of video on-demand channels and gives you access to movies on-demand.

what happens if i don't sign my contract?

If we do not receive a signed contract from you before your installation begins, we will not be able to install you with Homechoice.

what happens if my direct debit isn't set up?

You should have set up the Direct Debit when you ordered the Homechoice service. If you have not done this at point of installation and given us the signed Direct Debit form we will not be able to install you. If you wish to set up Direct Debit call us on 0845 678 3343.

can i keep my current email address?

If you use another email address from a free provider (such as Yahoo! or Hotmail) you can still keep your email address as normal. If you currently use an email address from a provider that you have to pay for (such as AOL or Tiscali) you may not be able to keep it and should contact them to check.

how do i add/change usernames on my account?

The main account holder can logon to homechoice.co.uk/customer and setup or change the online details of the other members of the household. Otherwise, simply call our Customer Care team on 0845 678 3333.

will i get a new email address?

Yes, when you set up your mail account you'll be able to choose your own email address ending in @homechoice.co.uk. This email address will also act as your online username login.

when do i start to get my bills?

You will receive your first bill approximately 3 days after installation. This will invoice you for the first month's subscription. Your payment for the first bill will be taken from your bank by Direct Debit approximately 14 working days later.

what is the tv pin used for?

The TV PIN should be used when you watch our TV service and also to purchase movies etc via your TV. Everyone in the household has their own individual PIN, so each person's restriction levels can be controlled. Plus you will easily be able to see who has ordered what when the bill comes. You can easily set up PINs for every person in the house. Call our Customer Care team on 0845 678 3333.

what should i do if i have a fault on my phone line?

If you have opted for a Homechoice line then just call a member of our Customer Care team on 0845 678 3333 who will look into the problem for you. If you have not taken a Homechoice line you should contact BT.

any questions?

which operating systems are required to support homechoice broadband?

PC - Windows 98 SE, Windows ME, Windows 2000, Windows XP or above. MAC - OS 9.x to OS 10.3 or above.

do i have to move my computer into the same room as my tv?

It is easier for the engineer to set the service up if the TV and computer are in the same room. However, if they aren't, our engineer will wire them up between rooms. If you would prefer for our engineer not to do this, you should consider our wireless option.

can i connect homechoice to other televisions?

If you have a second line you can pay for a second Homechoice service. The Homechoice set top box does have two SCART sockets. The second one is designed for your VCR or DVD recorder, but you can connect this to a second television. You will only be able to watch the same programme on both televisions.

when will calls stop being charged by my old supplier and start with homechoice?

You will receive a letter from us detailing the exact date that your Homechoice calls will start. This date will be at least 10 days after your installation date.

can i upgrade to faster broadband?

We can provide speeds of up to 8Mb depending on the capability of your phone line. To take a look at the speed upgrades that are available, logon to our website homechoice. co.uk/customer/upgrades/speed. Then simply call a member of our Customer Care team on 0845 678 3333 to place your order.

my burglar alarm is connected via my phone line, will homechoice affect it?

In the majority of cases our service will not affect it. However, we suggest that you contact your burglar alarm provider to check that this is the case.

how do i get the tv pack add ons or mini subscriptions?

Check our website homechoice. co.uk/customer/upgrades for information about upgrades and optional extras. Some packs such as the Kids TV pack or V:MX Music TV pack will even give you the option of trying the channels out for a day for £1.99. When you find a pack that you want to upgrade to just call our Customer Care team on 0845 678 3333. They will be able to upgrade you immediately.

can i have more than one computer connected to the service at the same time?

Yes, you can have up to 4 computers connected at the same time if you take our wireless option, at an additional cost. Simply call a member of our Customer Care team on 0845 678 3333, who will be able to give you more information.

we know this small print looks scary - but it's not! please take some time to read through it and if you have any questions, give us a call and we'll be happy to answer

service terms and conditions

them for you.

The following terms and conditions apply to our provision of the Services to you pursuant to this Agreement.

I Definitions

n these Terms and Conditions the following words and expressions shall have the following meanings:

Acceptable Use Policy means our policy from time to time relating to your use of the internet service supplied by us, as may be found on our website at www. homechoice.co.uk or obtained by contacting our Customer Care line on 0845 678 3333:

ment Date means the date on which you sign this Agreement or the tion Date, whichever is the earlier:

Agreement means these terms and conditions and any annex relating to any specific Service(s) between Homechoice and the Subscriber, including the

Use Policy;

Alternative Provider means a provider who in our reasonable opinion provides services which are compatible with the Services, details of which can be obtained from Customer Care on 0845 678 3333;

BT means British Telecommunications plc none Line means a telephone line owned by BT and rented from BT or an

Alternative Provider;

Call Service means our carrier pre-selection phone service or any other fixed line residential calls service which we provide to you subject to the Telephone Service Terms and Conditions, if you have opted for this service;

Charges means the Monthly Subscription Charges, Early Termination Charges, Pay Per Rental Charges and any other charges you incur;

tion Charges means the charges payable by you as set out in Condition 8.6;

Entry Level Package means any combined broadcast TV, video on demand and internet package of Services offered by us in our Price List at any time during the term of this Agreement (but excluding any special offers we may have from time

To time);

Equipment means the equipment supplied to you by us which enables you to receive the Services, which shall include any set top decoder(s), remote control unit(s), cabling and other ancillary apparatus as necessary for the reception of the services and/or other services. The Equipment does not include your ET Telephon Line (if applicable) which shall remain the property and responsibility of ET or an Alternative Provider (as the case may be);

Homechoice, we or us means Video Networks Limited whose registered office is at 205 Holland Park Avenue, London W11 4KB, registered in England, company number 2740910 and VAT Registration No 606 083 167;

Homechoice Roradhand means a nackage offered in our Price List which exclude the means a lock appendix of the province of the province

hoice Broadband means a package offered in our Price List which excludes

ation Address means the address of the property occupied by the Subscribe

Installation Date means the date on which we install the Equipment at the

Installation Address; Line Rental Service means our line rental service which we provide to you subject to the Telephone Service Terms and Conditions, if you have opted for this service; Minimum Period means the period of twelve months from the Installation Date; Monthly Subscription Charges means the monthly subscription charges for the Services as specified in the Prioc List;

Services as specified in the Price List;

Pay Per Rental Charges means the pay per rental charges due in addition to the Monthly Subscription Charges in relation to your use of the Services;

PIN means a personal identification number issued by us at your request to allow others in your household to have their own access to the Services;

Price List means our Price List incorporating any changes we make to the Monthly Subscription Charges from time to time. Our current Price List is available on our website at www.homechoice.co.uk or can be obtained by contacting our Customer Care line on 9845 678 3333. Care line on 0845 678 3333:

Service) means any services (but excluding the Call Service and the Line Rental Service) that may be delivered or offered by us to you from time to time, as part of a package or otherwise, including but not limited to broadcast services, video on demand and internet services.

Service Number means the telephone number you provide to us which will allow us to provide the Services and /or the Call Service or the Line Rental Service at the

Subscriber means you, the party entering into this Agreement;

Telephone Service Terms and Conditions means the Terms and Conditions under
which we provide the Line Rental Service and the Call Service;

TV Only Package means a package offered in our Price List which excludes an
internet service.

Internet service.

2.1 Installation, Access, Telephone And Power

2.1 in the event that we, or BT on our behalf, are unable to supply the Services at the installation Address for technical or operational reasons, such as the distance the installation Address from the local telephone exchange, we will, if available, off you an alternative service offering and pricing option, which, if you decide to acce will be supplied on the Terms and Conditions of this Agreement, subject to any will be supplied on the lerms and conditions or track agreement, subject to any variations we inform you about at the time of accepting the alternative service. If we are unable to offer you an acceptable alternative service, this Agreement will automatically end and subject to us returning any advance payments to you that may have made, neither of us will have any further liability to the other.

may have made, neither of us will have any further liability to the other. 22 Whilst this Agreement is in force, you agree to maintain in full working order a BT Telephone Line or a line rented from us as part of the Line Rental Service, a secure electricity power supply and an appropriate television receiver at the Installation Address each as required for the reception and use of the Services. In addition if you receive our Line Rental Service and wish to cancel it, you must follow the procedure set out in the Telephone Service Terms and Conditions in order to ensure that we can continue to provide the Services under this Agreement. We shall not be liable for any interruption in the Services or failure to provide the Services in the event that you fail to maintain or follow any of the foregoing or in the event of any malfunction in any of the foregoing.

2.3 We will not be liable to you for any damage to your personal equipment cause by any incompatibility of the Services with your personal equipment unless such damage is directly attributable to the improper installation of the Equipment by its content of the Equipment by its content

3 Supply Of Additional Equipment

3 Supply Of Additional Equipment
3.1 In the event that you order any additional equipment from us for installation at the Installation Address the following provisions will apply:

(a) you will ensure that our installation engineer has access to the Installation Address to install such additional equipment at the appointed time;

(b) in the event that we are unable to install the additional equipment at the Installation Address for technical or operational reasons and we are unable to offer you a suitable alternative connection to the Services, we will promptly reimburse you with any fees already paid by you in respect of such additional equipment;

(c) if the additional equipment; you are ordering is to replace a wired connection to our Services with a wireless connection, we will leave your existing wire connection in place unless we garee otherwise. There may be an additional charge if we agree at your requests, to remove your existing homechoice wiring which we will notify you of prior to carrying out the work. We will not be liable to you for any damage or redecorating costs caused by removal of wiring unless we have been negligent exceptions of the proposal proposal

4 Your Representations 4.1 You represent that:

(a) you are the current occupier of the Installation Address or, if your postal address is different from the Installation Address, that you have obtained in frelevant permissions and consents from the occupier of the Installation Address which are necessary to enable you to comply with your obligations in this Agreement; (b) you are aged eighteen or over: and

(i) are the freeholder of the Installation Address: or

(iii) are the tenant with a lease for a term of one year or more of the Installation Address; or

Address; or (iii) have obtained all relevant permissions and consents from the freeholder or such tenant as the case may be of the Installation Address which are necessary to enable you to comply with your obligations in this Agreement; (c) you will inform us if your Service Number changes; (d) you will check with us before you install any products which may be Incompatible Products as this will affect delivery of the Services; and

(e) you will inform us if you are planning to move or if you move from the Installation

4.2 You give us or, at our direction, BT permission to

4.2 rou give us or, at our direction, BI permission to: (a) execute any works at the property comprised in the Installation Address for, or in connection with, the installation, maintenance, adjustment, repair, alteration, replacement, renewal or removal of the Equipment;
(b) keep the Equipment installed at the Installation Address; and
(c) enter the Installation Address on reasonable notice to inspect and/or maintain any Equipment kept at the Installation Address or elsewhere for the purpose of the Services provided by us.

4.3 Any person with apparent authority at the Installation Address who grants entry to us will be regarded as acting with your authority and consent. 4.4 You shall procure all permissions, licences, consents and approvals necessary to enable us to deliver, install and keep installed the Equipment at the Installation

Service to you, Homechoice will gather information about you relating to your use of the services we provide as part of managing your account. We comply with our obligations under the Data Protection Act 1998 ("the Act") and ensure that all information is held and processed by us in accordance with the principles of the Act. By entering into this Agreement you agree to our obtaining this information ar using it in accordance with and for the purposes set out in this Agreement.

using it in accordance with and for the purposes set out in this Agreement. 5.2 Subject to your consent, we may undertake or request others to undertake credit checks on you in order to determine your credit worthiness before agreeing to enter into this Agreement. Where your record is searched using a credit reference agency, they will add to your record details of our search and your application and this will be seen by other organisations that make searches to help make decisions about orcelf for you and members of your household. Please let us know if you require details of the credit reference agencies from whom we obtain and to whom we pass information about you.

information about you.

5.3 We may record telephone conversations with you as part of our on-going training of service personnel and to ensure the accuracy of information given to you. 5.4 Through the Equipment and provision of the Services and/or the Call Service or the Line Rental Service we will gather, gain access to or store personal information

about you willoth:

(a) is necessary to enable us to provide the Services and/or the Call Service or the

Line Rental Service to you and to charge you correctly:

Rental Service to you and to charge you correctly; necessary for our own internal business purposes; any build up a picture of your purchasing and interests which we will use to ove and tailor the Services and/or the Call Service or the Line Rental Service

which we provide to you; and how long you use the Services and/or the Call Service or the Line Rental Service and which services you use.

5.5 From time to time we may use details supplied by you at any time in our relationship to send you electronic communications containing information about other similar products or services we or our business partners offer where we have received your consent. We may also use your information to tailor our services towards your needs and preferences, and offer you packages which better suit your needs or offer you additional services were the product of the prod

subsequently.

5.6 From time to time we may be contacted by BT in relation to your Service Number. If we receive such communication, we may contact you in relation to your continued access to the Services.

5.7 If at any time you do not want us to use your information for the purposes set out above then please let us know by contacting us on 0845 678 3333.

5.8 We do not store or process any information on you when it is no longer required by us or if you have informed us that you do not want us to store or process such information which you may do at any time (by contacting us on 0845 678 3333) unless it is necessary for us to store or process such information to provide the Services to you and to charge you correctly.

5.9 You have the right under the Act to request in writing from us details of the to have alre light under the Act to request in which from so details of the attion we hold and why we hold it and/or request that we cease using it for a ular purpose. Any information which is found to be incorrect or incomplete will rected promptly. We may charge a small fee for providing such information.

onal Identification Numbers undertake to keep confidential your PIN and those allocated to others at the tion Address under this Agreement.

Installation Address under this Agreement.

6.2 You have no proprietary right to your allocated PIN however Homechoice will try to accommodate your requests for changes.

6.3 You accept responsibility for all transactions undertaken on any PIN granted to the Installation Address and will ensure that all users who are allocated a PIN at your request are aware that their access to the Services is in accordance with

7 Monthly Subscription Charges And Payments
7.1 You agree from the Agreement Date to pay us the Monthly Subscription Charges and the Pay Per Rental Charges and any other amounts due arising from you or any person at the Installation Address subscribing to or utilising any of the Services.
7.2 If the Services are supplied to you as an Entry Level Package, the Monthly Subscription Charges are always payable in full by you regardless of whether you elect to use a particular type of service or not.

elect to use a particular type of service or not.

7.3 With the exception of the first month's Monthly Subscription Charges, which are billed during the first month of your subscription (together with any Pay Per Rental Charges accrued up to such bill date), the Monthly Subscription Charges are normally billed monthly in advance and other charges such as Pay Per Rental Charges are normally billed monthly in arears, unless we notify you otherwise in

wrung.
AP Ayment of the Monthly Subscription Charges and the Pay Per Rental Charges
due to us under this Agreement shall be made by you in full by Direct Debit. If
any payment is not honoured for any reason we reserve the right to charge you a
processing tee in addition to the original amount due and any interest accrued.

processing fee in addition to the original amount due and any interest accrueo. 7.5 Payment of all sums due to us under this Agreement must be made on the due date. In the event that you are more than a month behind with your payments at an time during this Agreement, then, without prejudice to our right to treat any default in payment as grounds for ending this Agreement, we reserve the right to exercise our rights under Conditions 8.4 and 8.6 and to charge you all reasonable costs incurred by us as a result of late payment and daily interest on outstanding amounts, until payment in full is received by us.

payment in full is received by us.

7.6 Charges are subject to change by us giving you not less than 30 days' notice in writing (save where such change is due to a variation in the rate of Value Adde in writing (save where such change is due to a variation in the rate of Value Added Tax or where you have changed your subscription package in accordance with Condition 9.4 in which case no notice shall be required, if we change the Charges in accordance with this Condition 7.6 you may be entitled to end this Agreement as out in Condition 8.3 below. All sums due to us under this Agreement are inclusive of Value Added Tax and exclusive of any other applicable taxes which may from time to time be introduced and which shall be paid by you. 7.7 We shall be entitled to suspend transmission of the Services if you fail to meet your monthly payments.

your monthly payments.

7.8 If you move from the Installation Address during the term of this Agreement or change your Service Number we reserve the right to charge you an additional fee to cover our reasonable costs involved in continuing to provide the Services to you. In the event that we are unable to supply the Services to your new address or Service Number for any reason we may end this Agreement on giving you 30 days' notice and in the event that the Minimum Period has not expired you will be liable to pay the applicable Early Termination Charges.

7.9 From time to time we may offer you a free bonus service in addition to the Service(s) for a temporary period. We reserve the right to withdraw such bonus service(s) at any time; however, we will notify you at least 30 days prior to doin 7.10 Special offers in relation to the Charges will only be valid if set out in the P List or on our website (at www.homecholec.co.uk) on the date on which you be

a Subscriber.

8 Ending This Agreement
8.1 This Agreement will come into force on the Agreement Date and will continue for the Minimum Period, unless you are allowed to end the contract earlier according to these Tems and Conditions or your agreement with us in respect of the Equipment ends due to you exercising your right to cancel under that agreement (if applicable) or otherwise. After expiry of the Minimum Period, this Agreement shall continue automatically on the same terms indefinitely until either party gives not less than 30 days' notice to the other party of its intention to end this Agreement.

8.2 You may end this Agreement without penalty by calling us on 0845 678 3333 within 8 working days of the Agreement Date, provided that this cancellation right is exercised prior to the Installation Date, and we will promptly refund any payments already paid by you.

8.3 You may also end this Agreement by giving us at least 30 days' notice in writing it:

(a) we break our obligations under this Agreement and fail to put them right within a

reasonable timescaie; or (b) at any time within the Minimum Period we increase by 10% or more the Charges for those Services you agreed to take at the start of the Minimum Period or we reduce to your detriment the scope of the Services you receive from us. If you do not give us notice within 30 days we will assume you have accepted the increase in charges or the changes to the Services.

8.4 We may end this Agreement if:
(a) you fail to make any payment when due or make a material mis-statement in any details supplied to us or default in due performance of any material obligation under this Agreement or any other agreement with us (including the Telephone Service Terms and Conditions):

terms and confluctives.

(b) you are unable to pay, your debts as they fall due, seek to make any arrang with a creditor or any action is taken against you which may lead to your becobankrupt, insolvent or being wound up, or if you cease to trade;

(c) our authorisations under the Communications Act are revoked;

(d) we have reason to believe you are in breach of your obligations under Condition

(e) the circumstances set out in Condition 2.1 occur; or (f) you fail to comply with the whole or part of Condition 2.2. 8.5 Each of us will be entitled on giving notice in writing to end this Agreement a any time if suspension pursuant to Condition 11 or our failure to perform pursua Condition 14 continues for more than three months.

Early Termination Charges (a) we end this Agreement due to your default, including your failure to pay the Monthly Subscription Charges on the due date in accordance with this Agreeme (b) you end this Agreement during the Minimum Period (other than in circumstance in which you have a right to do so in Conditions 8.1, 8.2, 8.3 and 8.5) - you will have to compensate us for the full amount of any outstanding Monthly Subscription Charges, due to us for the remainder of the Minimum Period plus any outstanding Pay Per Rental Charges accrued up to the date of termination. We will calculate heyament due from you based on the Monthly Subscription Charges payable for (a) the lowest priced Entry Level Package as set out in the Price List at the date of

termination; or (b) the price for the TV Only Package at the date of termination if you subscribed to the TV Only Package when you first became a Homechoice customer; or (c) the price for Homechoice Broadband at the date of termination if you subscribed to Homechoice Broadband when you first became a Homechoice customer. 8.7 Termination will not affect any right of either party arising out of any breaches of this Agreement by the other.

Mis Agreement by the other.

8.8 If you enter into a new agreement with us after this Agreement expires or ends we may charge you a re-connection charge to cover our reasonable costs.

9 Provision Of Services And Programming
9.1 We shall provide the Services to the best of our ability but:

(a) delivery of the Services relies upon the provision of services and facilities telecommunications and other suppliers that are beyond our control and we s not be liable for any acts or omissions of third party service or equipment sup that impact on our ability to provide the Services;

that impact on our ability to provide the Services;

(b) any part of the Services including, without limitation, programme content and availability of service is subject to change by us or any relevant third party supplier without notice and we shall not be liable for any failure to transmit any selected programme advertised in any publication or advertisement; and

(c) we may improve, modify or otherwise after any of the Services and their content, for any of the following reasons including if the programming or content provided to us by any of our programme providers is altered; if we decide that the Services should be altered for reasons of quality of service or otherwise to benefit our customers; if we need to alter the Services for technical or regulatory reasons; or if we need to alter the Services because capacity is not available to provide certain services on our system. We will give you written notice of any changes to the need to alter the Services Decause capacity is not available to provide cert fices on our system. We will give you written notice of any changes to the vices as soon as reasonably possible. If within the Minimum Period we red or detriment the scope of the Services you receive from us you will have the ancel this Agreement as set out in Condition 8.3.

to cancel this Agreement as set out in Condition 8.3.

9.2 The Services may include services provided and/or operated by third parties, including but not limited to shopping and banking services. We are not responsible including but not limited to shopping and banking services. We are not responsible to any services and exclude all losses, liabilities and damages you may suffer our third party services so are solely responsible for all costs and charges for the use of such third party services by you or anyone using your PIN or the PINs allocated to others at the Installation Address.

9.3 The content of programming and other services provided or delivered as part of the Services may not be suitable for viewing or use by persons of all ages, it is your sole responsibility to ensure that the Services viewed or used are suitable for viewing or use by persons of all ages, it is your sole responsibility to ensure that the Services viewed or used are suitable for viewing and the properties of the Services were the services to any other services.

your sole responsibility to ensure that the Services viewed or used are suitable for those viewing them. We are not liable to you for any viewing, use of or access to any material by any persons (including in particular minors) whether or not authorised by you to view, use or access vouch material or services at the Installation Address. 9.4 You may add to or reduce the number of Services you receive from us by contacting us at any time during this Agreement (although this does not affect your legal right to cancel this Agreement as set out in Condition 8.2) provided that, where you subscribe to an Entry Level Package or TV Only Package or Homechoice Broadband when you first become a Homechoice customer, you agree to subscribe to the lowest priced Entry Level Package or TV Only Package or Homechoice Broadband (as the case may be) at all times during this Agreement.

9.5 if we provide any extra Services to you, you agree to accept those Services for at least the minimum period notified to you by us.

Maintenance Services

1. Subject to the Terms and Conditions of this Agreement we shall provide such infernance and/or repair services as are, in our sole opinion, required to provide

or improve the Services.

10.2 By entering into this Agreement, you undertake to notify us promptly if any Equipment or the Services are not performing properly.

10.3 Maintenance services will be provided during our normal working hours.

11 Suspension Of Services
11.1 We may at our sole discretion elect to suspend provision of the Services or performance of any of our obligations until further notice without liability to you if you are in breach of any of your obligations under this Agreement, including if we suspect that you are using the Services for any commercial purposes or if you are involved in the unlawful copying of content of any of the Services. 11.2 If we exercise our suspension rights in respect of an event in Conthis will not exclude any right we may have to end this Agreement later that or any other event.

12 Liability
12.1 Nothing in this Agreement shall exclude or restrict our liability:

12.1 vorning in this Agreement snail exclude or respired our liability.

(a) for death or personal injury resulting from our negligence or that of our employees while acting in the course of their employment;

(b) arising from any defect in the Equipment if and to the extent we are liable under part 1 of the Consumer Protection Act 1987; or

(c) for any matter for which it would be unlawful for us to limit or exclude our liability.

12.2 We will be liable to you for any actual loss or damage you suffer directly as a result of us failing to carry out our obligations under this Agreement, not providing the Services to a reasonable standard or if we breach any of the duties imposed or us by law unless that failure is attributable to: (a) your own fault:

(b) a third party unconnected with our provision of the Services under this

Agreemment; or (c) events which neither we nor our suppliers could have foreseen or forestalled in spite of taking all reasonable care (including circumstances beyond our reasonable control set out in Condition 14).

12.3 Other than in relation to Condition 12.1, in the event of a breach of this Agreement by us we will not be liable to you for any loss, damage, cost or expensarising out of the breach which was not reasonably foreseeable by us at the Agreement Date including but not limited to:

(a) any losses relating to any business including but not limited to lost profits, lost data or business interruption; or 12.3 Other than in relation to Condition 12.1, in the event of a breach of this

(b) lost enjoyment or wasted time.

12.4 Our liability to compensate you (in the case of loss or damage other than in respect of a claim under Condition 12.1) shall be limited to a reasonable amount having regard to factors such as whether the damage was due to a negligent act or ornission by u.

12.5 You are responsible for the repair and maintenance of your apparatus (to which the Equipment may or may not be connected) and we shall not be liable for any loss 2.5 four are responsible to the open and the control of the properties of the proper

13 Use Of The Services
13.1 We may from time to time give you instructions or procedures which we bell are necessary for reasons of health, safety or the quality of the telecommunicatio service and you agree that any equipment connected to or used with the Service will be connected and used in accordance with those instructions or procedures

will be connected and used in accordance with those instructions or procedures applicable to that equipment.

13.2 You agree that you will not use the Services in a way inconsistent with any legislation, or any licence applicable to us or in a way that is unlawful or fraudulent whether against us, ET, or any public telecommunications operator.

13.3 You agree that your use of the Services and the Equipment is solely for your own private and non-business use and undertake that you will not (nor permit or assist any other person to) show publicly, copy or distribute any part of the material comprised in the Services, nor will you use any of the Services in a manner which constitutes a violation or infringement of the rights of any person (including but not limited to rights of copyright or confidentiality) or a violation or infringement of any duty or obligation of whatever nature to any third party.

13.4 Use of the internet service provided by us is subject to you accepting and complying with our Acceptable Use Policy.

complying with our Acceptable Use Policy.

14 Circumstances Beyond Our Control

14. Indivinishanding anything contained in this Agreement if we are unable to perform all or part of our obligations under this Agreement by virtue of any reason beyond our reasonable control including but not limited to problems with the Services resulting from the distance of the Installation Address from the local telephone exchange, industrial disputes, high velocity winds, fire, flood, earthquake explosion, power outages, decision of any Court or other judicial body of competer jurisdiction, unavailability of materials, equipment, transportation, power or other commodity failure, non-availability of programming facilities, act of Government or other prevailing authority, or the acts or omissions of public telecommunications operators, then such non-performance will not be deemed to be a breach by us of this Agreement.

15.1 We cannot guarantee that our offer will remain open to you if you do not return your signed copy of this Agreement to us within 3 months from the date of the cover

letter accompanying it.

15.2 We reserve the right at any time to assign this Agreement, provided always that no assignment will affect any guarantees to you under this Agreement, to any company, firm or person whatsoever. This Agreement is personal to and may not be covered business. assigned by you.

15.3 If we waive a breach of this Agreement by you, that waiver is limited to the particular breach. Our delay in acting upon a breach is not to be regarded in itse

15.4 Any notice under this Agreement shall be in writing and shall be deemed to have been duly given if left at or sent by post or facsimile transmission (confirmed by post) to the postal address of the post at or sent by post or facsimile transmission (confirmed by post) to the postal address of when the post and the post of the postal address of which notice has previously been given by the party to be served and will be deemed to have been received when left or on the day it ought to have been received in the due course of post or facsimile transmission. 15.5 This Agreement comprises the entire agreement between us and you and overrides any prior understanding, agreement or representation of whatsoever nature relating to this Agreement and no representation, term or statement, written or oral (save as referred to in this Agreement and for fraudulent misrepresentation).

shall be binding on us.

15.6 This Agreement does not confer any rights on any party other than

15.7 This Agreement shall be construed and interpreted in accordance with English Lav

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acceptable use policy

Our policy for the acceptable use of Homechoice Internet Service.
Please read these terms and conditions carefully as they are applicable to your use of the Homechoice Internet Service (the "Internet Service") and explain what you can and cannot do with your Internet Service.
These terms are legally binding and form part of the terms and conditions included in your Homechoice Agreement. The Homechoice Agreement can be found on our website at www.Homechoice.co.uk or you may contact our Customer Care line on 0845 678 3333 to request a copy or enquire about any of your rights and responsibilities under

these terms. We may change or update the terms of our Acceptable Use Policy at any time and such updated policy shall be displayed on the www. homechoice.co.uk website. We recommend that you visit our website regularly to ensure that you are aware of the changes.

echoice provides you with a fast Internet Service providing access to the World Wide Web and email, depending on the package you have selected. In addition, Homechoice provides you with up to 100MB of space which can be used to develop personalised web sites, subject to the terms of this Acceptable Use Policy.

the terms of this Acceptable Use Policy.

1. Use of the Internet Service and compliance with Law

1.1 You agree that you will only use the Internet Service in a way which is consistent with these terms and conditions and which is not in violation of any law or regulation which is enforceable in the United Kingdom. In particular, you agree that you will not use the Internet Service:

1.1.1 for any commercial or business purpose whatsoever, including to advertise or offer to sell any goods or services; or

1.1.2 allow others to use it other than at the address at which the Internet Service is installed; or

1.1.3 to send, receive, encourage the receipt of, upload, download, use or reuse any material which is offensive, abusive, defamatory, obscene or menacing or a preach of the copyright, trade mark, confidence, privacy or any other rights of ar

person; or 1.1.4 in a manner which is invasive of another's privacy, causes annoyance, inconvenience or needless anxiety to any person; or 1.1.5 to upload or send unsolicited e-mail or otherwise transmit any unsolicited advertising or promotional materials; or

advertising or promononal materials; or 1.1.6 to upload or send any material which contains software viruses or other codes, files or programs designed to interrupt, destroy or limit the functionality of any computer software, hardware or telecommunications equipment; or 1.1.7 to conduct or forward surveys, contests, pyramid selling schemes or chain letters: or

1.1.8 in any manner which would interfere with or disrupt the Internet Service or

1.1.8 in any manner which would interfere with or disrupt the Internet Service or contravenes any instructions which we may give to you in connection with the Internet Service from time to time; or 1.1.9 in any manner which would contravene the Computers Misuse Act 1990; or 1.1.10 in any manner which infringes or breaches any third party trade marks (which shall include but not be limited to copyrights, trade marks, design rights, trade secrets, patents, moral rights and performance rights]. For the avoidance of doubt, the installation or distribution of "prated" software or other software products that are not appropriately licensed to you will constitute a violation of Trademarks.
1.2 You acknowledge that the Internet Service will only support shared internet access for up to a maximum of 3 personal computers which have been connected up to the Internet Service on a wired, wireless or combination basis by a Homechoice engineer.

up to the Internet Service or a wise, which is the Internet Service engineer.

1.3 You acknowledge that Homechoice cannot install, configure or offer tech support or advice in respect of any of your equipment used in connection will Internet Service, whether to enable a wireless connection or otherwise, unler equipment has been supplied and installed by us.

expuriment has been supplied and installed by us.

1.4 You agree not to exceed the download limit allocated to your Internet Service.

For the 1Mbps service the download limit is 30GB per month and for the 2Mbps service the download limit is 45GB per month.

1.5 Where we have not applied a fixed limit to the amount of data that you may upload or download, we reserve the right to impose a limit where, at our discretion, we consider that your usage is affecting or may affect other users' enjoyment of the Internet Service.

or your usage of the service exceeds what we consider to be reasonable for

domestic use.

1.6 You acknowledge that the Internet is designed to appeal to a broad audie it is your responsibility to determine whether any of the content accessed via Internet Service by children in your household is appropriate. 1.7 You acknowledge that the Internet Service and any information or goods, which you obtain from the Internet Service, are provided for your personal use only and may not be used for any commercial purposes or distributed commercially without our prior written permission.

1.8 Given the global nature of the Internet you agree to comply with all local rules 1.8 Given the global nature of the Internet you agree to comply with all local rules regarding online conduct and acceptable content. You also agree to comply with any applicable rules regarding the export of technical data from any country including but without limitation the United States.
1.9 You acknowledge that we are not obliged to monitor your use of the Internet Service but that we and our agents reserve the right to refuse or to remove any material which you upload or send using the Internet Service without notice to you if we believe, in our absolute discretion, that such material breaches these terms and conditions.

and conditions.

1.10 You are responsible for ensuring that any others in your household who you allow to use the Internet Service (such as those who have received a PIN from us) use the Internet Service in accordance with these terms and conditions.

1.11 If we believe that the Internet Service is being used in contravention of these terms and conditions we are entitled to disconnect the Internet Service without giving notice to you. Prior to restoring the Internet Service (which shall be at our absolute discretion) we may require an assurance from you in a form we deem acceptable that there will be no further breach of these terms and conditions.

ion of the Internet Service and Our Liability

2.1 We will use commercially reasonable endeavours to ensure that the In Service is fully operational at all times. However we cannot guarantee that the linternet Service will be fault free or that your access to the Internet uninterrupted and we will not be liable to you if your access to the Internet interrupted or restricted at any time for reasons beyond our reasonable of ours to ensure that the Internet

22 Due to the nature of the Internet and the fact that in providing the Internet Service to you we must rely on third party services, we cannot guarantee specific levels of service performance.

2.3 We reserve the right to restrict access to the Internet Service and to impose data traffic restrictions at our discretion, in order to provide upgrades, implement 2.3 We reserve the right to restrict access to the Internet Service and to impose data traffic restrictions at our discretion, in order to provide upgrades, implement new facilities, allow data retrieval and maintain service levels. Where practicable you will be advised of any such measures by e-mail and/or via our website within

reasonable timeframe.

2.4 We reserve the right to filter emails and to remove emails containing, or suspected by us of containing, a computer virus and/or any email which we absolute discretion, consider to be email spam but we are not under any ob to monitor the content of any use or transmissions of the Internet Service. Vernalis which are considered by us to be email spam are not removed, we rether right to modify the header of such emails so as to identify such email as 2.5 Homechoice has an email storage limit of 15MB per email account. This is for the 2.5 nonectione has all refinal society and to collect them through your email progr storage of youthook Express). Every time you collect them through your email progr (eg Outhook Express). Every time you collect your emails they are removed from storage server and your limit is reset. If your email account reaches 15MB any re emails will not be accepted and will be bounced back to the sender.

emais will not be accepted and will be bounced back to the sender.

2.6 Any unread emails that are older than 120 days may be deleted by us without prior notice to you. Please ensure that you regularly check your emails to make sure you do not unintentionally enable their deletion.

2.7 We do not guarantee that use of the Internet Service will be compatible with all hardware and software which you may use to access it.

2.8 We are not liable to you for any damage or loss arising from the consequenced viruses received by you via the Internet Service or for any losses related to any business, including but not limited to lost data, lost profits, business interruption or wasted expenditure.

wasted expenditure.

2.9 If you become aware of a fault occurring with the Internet Service you should notify us by emailing us at support@homechoice.co.uk or phoning us on 0845 678 3333. We will endeavour to rectify the fault as soon as reasonably practicable.

3 Suspension and Modification of Internet Service Your access to the Internet Service may occasionally be interrupted or restricted to allow for repairs or maintenance to be carried out or the introduction of new facilities or services. We will endeavour to restore the Internet Service as soon as possible. We may modify the Internet Service at any time with or without notice. ermination may restrict, suspend or terminate your use of the Internet Service if we believe, ur absolute discretion, that you have breached these terms and conditions or the ns of the Homechoice Agreement at any time. The suspension or termination Internet Service will be without prejudice to any rights that we may have against you under the Homechoice Agreement.

5 Links
5.1 The Internet Service may provide links to Web sites operated by third parties Such links are provided for your convenience only. We have no control over these sites and are not responsible for their availability or content. Our inclusion of links to such sites does not imply any endorsement of the material on such sites or any

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telephone service terms & conditions

Please read these terms and conditions carefully as they are applicable to your use of Homechoice's Call Service or Line Rental Service (as defined below) where you have elected to receive such services from us. These terms are legally binding. If you have any queries regarding your rights or responsibilities under these terms and conditions, please contact Customer Care on 0845 678 3333.

In these terms and conditions the following words and expressions shall have the wing meanings:
mative Provider means a provider who in our reasonable opinion provides
ices which are compatible with the receipt of services under the Homechoice
sement, details of which can be obtained from Customer Care on 0845 678 3333;

BT means British Telecommunications plc; BT Telephone Line means a telephone line owned by BT and rented from BT or an

Alternative Provider;

Call Service means the carrier pre-selection phone service or any other fixed line residential calls service provided by us pursuant to these terms and conditions (excluding the Line Rental Service);

Call Options means the additional call facilities available which are set out in the Telephone Service Price List;

Exercite Alice Additional.

Fixed Line Network means the telecommunications network over which we provide

the Telephone Services;

Homechoice Agreement means the agreement between you and us for our broadcast services, video on demand and/or internet services;

Line Rental Service means the service we provide to you to allow you to rent access to a telephone line together with the fixed line residential calls service provided by us pursuant to these terms and conditions;

Network Operator means any third party telecommunications network or system operator which we use to provide the Telephone Services;

Service Number means the telephone number you provide to us which will allow us to provide the Telephone Services to you; Telephone Services means the Line Rental Service or the Call Service and any Call Options that you order and we agree to provide to you subject to these terms and conditions.

Telephone Service Price List means our price list from time to time on www choice coult, which includes details of our charges for the Line Rental Service the Call Service and available Talk Plans and Call Options; Plan means "thomechoice Treetime Calls" or "Homechoice Anytime Calls" or any plan or option we may introduce in the future as referred to in the Telephone

2.1 We will provide the Telephone Services to your home address where you 2.1 We will provide the Telephone Services to your home address where your Homechoice subscription is received. We will notify you of the date on which Telephone Services will commence. The Telephone Services should commen before the later of 30 days after the commencement of the services under the Homechoice Agreement or 30 days after you place your order with us. You she aware that we rely on Network Operators to provide the Telephone Service and there can sometimes be delays. If this happens we will notify you as soor possible.

2.2 You have asked us to provide the Telephone Service to the Service Number 2.3 You are eligible to receive the Telephone Services only while y Agreement is in force, although at our absolute discretion we may

Agreement is in force, although at our absolute discretion we may waive this requirement.

2.4 'Free', 'unlimited' or 'inclusive' calls which form part of any Talk Plan which we provide to you only include calls to UK area codes which commence 01 and 02 (e.g. 020, 0161) at the times specified in the Telephone Service Price List. Calls to non-geographic, international, mobile and premium-rate numbers are excluded from any 'free', 'unlimited' or 'inclusive' calls and will be charged for as specified in the internet on numbers commencing 01 or 02 and to charge for or block calls to the internet on numbers commencing 01 or 02 and to charge for or block access codes or numbers for calling cards and other call providers.

2.5 The Telenburge Services are provided to you using our selected Network.

or numbers for calling cards and other call providers.

2.5 The Telephone Services are provided to you using our selected Network Operators and you authorise us to act on your behalf in all dealings with such Network Operators in connection with us being able to provide or to continue provide you with the Telephone Services.

2.6 Some services provided by other Network Operators and / or Alternative Providers may not be compatible with the Telephone Services.

3.1 To use the Telephone Services you must agree to pay our charges as set out in

Condition 7.
3.2 You must ensure that any telecommunications equipment that you use in connection with the Telephone Services is in good working order and conforms at all times to all applicable regulations and laws. We are not obliged to provide you with any telephony equipment or maintenance services in relation to your existing

equipment.
3.3 You agree to use the Telephone Services in accordance with our 'Use of the Services' policy set out in Condition 8.
3.4 You agree to use the Telephone Services for your household's private, non-business use only and not for any commercial purpose. You must not re-supply, reself or otherwise make the Telephone Services commercial; available to any

other person.
3.5 You agree and authorise us and our selected third party telecommunication suppliers to route your calls as may be necessary to enable us to provide and administer the Telephone Services to you.
3.6 You must not connect any equipment to the Fixed Line Network without our prior 4.6 You must not connect any equipment to the rised Line Network without our permission of ther than using a main phone socket. If you connect any equipment the Fixed Line Network without our consent, or if any equipment we allow you to connect causes harm to the Fixed Line Network you must disconnect immediately upon our request or allow us to disconnect if for you.

 Provision of the Call Service
 1 If you have elected to receive the Call Service, the provisions of this Condition 4 will apply.

4.2 We are only able to provide the Call Service to a single BT Telephone Line, connected to a Homechoice set top box. You must possess (and contin cossess) a BT Telephone Line at your home where we supply the service are not the account holder in your home, you must be and warrant that you suthorised by them to receive the Call Service.

authorised by them to receive the Call Service.

4.3 Calls made to the Emergency Services or BT Operator Services are routed via BT and are not made through our Call Service. Any charges for these calls where relevant will appear on your bill from either BT or your Alternative Provider.

4.4 You acknowledge that the telephone line and connection are provided by BT or an Alternative Provider. If there is a fault with either the BT Telephone Line or the

oconnection, you should contact BT on 0800 800 151 or your Alternative Provider on their help line (as applicable). You remain responsible for any charges made by BT or an Alternative Provider relating to your telephone line and connection (together with any repair and maintenance charges, unless caused by our negligence). 4.5 If you already receive call services from another provider, the other service

4.5 If you already receive call services from another provider, the other service provider should continue to provide its services to you until the transfer to our services is complete unless they notify you otherwise. Please be aware that you may be responsible for early termination charges (if applicable) if you transfer for an existing provider to us prior to expiry of any minimum period in your contract with that provider.

4.6 You should be aware that some services such as call barring may be inoperal when you transfer over to the Call Service. Please contact Customer Care on 08-678 3333 if you would like more information about this. Please be aware that you may be responsible for another provider's charges if you transfer from such providers and do not give the required notice period to cancel such services.

4.7 We may agree to provide you with the Line Rental Service in which case the provisions of Condition 5 shall apply.

5. Provision of the Line Rental Service
5.1 If you have elected to receive the Line Rental Service, the provisions of this will nyou have elected to receive the Line Rental Service, the provisions of this Condition 5 will apply.

25 Lif you already receive line rental services from another provider, the other service provider should continue to provide its services to you until the transfer to our services is complete unless they notify you otherwise. Please be aware that you may be responsible for early termination charges (if applicable) if you transfer from an existing provider to us prior to expiry of any minimum period in your contract with that provider.

5.3 If we do provide you with a telephone number you are not entitled to advertise

triat number in any phone box.

5.4 You should be aware that some services such as call barring may be automatically removed from your line when you transfer over to the Line Rental Service. Please contact Customer Care on 0845 678 3333 if you would like mor information about this. Please be aware that you may be responsible for anothe provider's charges if you transfer from such provider to us and do not give the required notice period to cancel such services.

6. Provision of Personal Information
6.1 You agree to provide us with any information that we or our selected third party telecommunication suppliers reasonably require to enable us to provide you with the Telephone Services.

6.2 Your personal data will be used by us in accordance with Condition 5 of the Homechoice Agreement and those provisions are incorporated into these terms conditions to the extent applicable.

I will be my you receive pursuant to your Homechoice Agreement for receipt of other nvices. Any fixed monthly charges which form part of your Talk Plan will be billed us monthly in advance and any additional call charges will be billed by us monthly arears. Where possible the charges will appear on your next bill but sometimes are may be a delay.

Taz All applicable charges are payable by you in full by Direct Debit. We will collect your payment for the Telephone Services at the same time and under the same instruction as set up in respect of the other services provided under your Homechoice Agreement (and you agree that we may change that instruction for this purpose, if required).

7.3 Fully itemised call charges will be available through a secure website, or by such other means as we may decide from time to time. Homechoice will provid you with a password in your Homechoice welcome letter enabling you to access this information.

7.6 You may add or remove Call Options at any time by contacting Customer Care on 0845 678 3333.

8. Use of the Services 8.1 You must ensure that you do not use the Telephone Services for any unlawful or improper purposes. You may not use the Telephone Services in any way in connection with any message or communication which:8.1.1 is offensive, abusive, indecent, obscene or menacing (which includes making

8.1.2 is fraudulent, criminal or defamatory; or

 Restricting, Suspending or Terminating the Telephone Services
 We may (at our absolute discretion) restrict, suspend or terminate provision of all 9.1 We may (at our assolute discretion) restrict, suspend or terminate provision of at or part of the Elephone Services immediately:
9.1.1 if we reasonably believe that you are misusing or have misused the Telephone Services contrary to these terms and conditions, including, without limitation, use of the services in breach of Condition 8, whether or not you were aware of the misuse;
9.1.2 if you fail to pay us the charges you owe us for use of the Telephone Services in accordance with these terms and conditions and you have not agreed an arrangement for payment within seven days of our informing you that your account is overfule:

is overdue;

9.1.3 if you fail to use the Call Service (if applicable) for a period of 6 months or more

9.1.4 if you have exceeded the call or credit limit for your use of the
Telephone Services;

9.1.5 if any Ofcom authorisation of ours (or the authorisation of any relevant third
party telecommunications supplier or regulator) expires or is revoked or modified in
any respect which materially or adversely affects our ability to provide the Telephone
Services to you:

Services to you; 9.1.6 if we have to do so to comply with any order, instruction or request of any authorised government body or authority or any Emergency Services organisation

or 9.1.7 if you become ineligible to receive the Telephone Services (for example, if your

Homechoice Agreement comes to an end or we suspend any other Homechoice services we provide to you); or 9.1.8 (where relevant) if you fail to maintain a BT Telephone Line in accordance with Condition 4.4 of these terms and conditions. 92. We may elect to temporarily restrict your ability to make premium rate or international calls where we notice unusual call patterns.

if your Homechoice Agreement ends.

10.2 You may cancel provision of the Telephone Services at any time within 8 working days of either the date of your Homechoice Agreement or the date on which you ordered the Telephone Services, whichever is the later date.

10.3 Otherwise, either party may end this agreement at any time and for any reason on giving the other not less than:

Inter and can services their you may give us 10 working days induce in willing. 10.4 You should be aware that if you want to end the provision of Line Rental Services and still receive services under the Homechoice Agreement you must follow the procedure set out in Condition 10.3.2(b) otherwise you may not be able to receive services from us under the Homechoice Agreement which will entitle us to end the Homechoice Agreement and may result in you paying early termination charges. Please contact Customer Care on 0845 678 3333 if you want more information.

Faults with the Line Bental Sen 12. Faults with the Line Rental Service
12.1 Please contact Customer Care on 0845 678 3333 in the event that you suffer or suspect that there is a fault with the Line Rental Service we provide to you.
12.2 If we decide that an engineer should be sent to your permises to investigate or repair a fault we will notify you of an appointment time and you are responsible for ensuring that our engineer has access to your premises where the Line Rental Service is being provided.

13. Urlesserve the right to make changes to this agreement for any reason which we consider necessary, Reasons for such changes may include (without limitation) comply with security, legal or regulatory requirements, or due to changes related to our Network Operators or other third parties on whom we rely to provide the

13.2 We will advise you of any changes to these terms and conditions as follows

due to take place; and 13.2.2 a change to your current Talk Plan or option or our pricing arrangements with you on your next bill, unless we have had to increase any of our prices, when we shall give you at least 30 days' notice.

14.1 We will try to work through any disputes that you may have with us. However, five cannot do this, you can refer the matter to any relevant dispute resolution service. Details of how to do this are set out in our Customer Code which is on the 'donechoice website.

to the particular breach. Our delay in acting upon a breach is not to be regarded in itself as a waiver.

14.3 These terms and conditions shall be construed and interpreted in accordance with English Law.

13.2.1 a general change to these terms and conditions 30 days before the change is due to take place; and

conditions to the extent applicable.

6.3 You acknowledge that we may need to supply your personal information to our selected third party telecommunication suppliers for the purpose of enabling provision of the Telephone Services and to charge you correctly.

7. Charges and Billing
7.1 The charges for your use of the Telephone Services will be billed by us ro on the bill you receive pursuant to your Homechoice Agreement for receive the pursuant to your Talk Plan will be a proved of your Talk Plan will be

this information.
7.4 You are responsible for all call charges incurred as a result of use of the Telephone Services by you or anyone else at the address where the Telephone Services are provided to you.
7.5 You may not incur charges of any kind in respect of the Telephone Services (excluding Homechoice Anytime subscription fees) in excess of £300 (or such other larger sum as we may notify you from time to time)in any one month. If at any time you exceed such limit we will contact you and request immediate payment.

8.1.2 is fraudulent, criminal or defamatory; or 8.1.3 may, in our reasonable opinion, infringe the rights of any other person.
8.2 You may not use the Telephone Services in such a way that may damage or affect the quality of the Telephone Services or any telecommunications system used to provide the Telephone Services. This may include excessive use of the service inconsistent with that which might be reasonably expected of a residential consumer 8.3 At our discretion, we may set a call limit on your account. Homechoice Custome Care on 0845 678 3333 can confirm this for you.

9.4 If we agree to reinstate provision of the Telephone Services this will be done as soon as is reasonably practicable. 10. Ending Provision of the Telephone Services

10.1 We may (at our absolute discretion) end the provision of the Telephone Services if your Homechoice Agreement ends.

on giving the other not less tinan:

10.3.1 in the case of Call Services, 10 working days' notice in writing.

10.3.2 in the case of Line Rental Services; (a) 30 days' notice in writing; or (b) if you have first arranged for Another Provider to provide you with access to a telephone line and call services then you may give us 10 working days' notice in writing.

Service is being provided.

12.3 If an engineer attends a fault and decides that the fault has been caused by your equipment, you will be responsible for paying the charges for any work carrie out by the engineer to fix the fault.

12.4 We will only be responsible for the cost of repairing any fault with the Line Rental Service where such fault has arisen as a result of our failure or the failure of a Network Operator to provide the Line Rental Service or faults due to fair wear

snart give you at reast 30 days' notice.

13.3 If we change these terms and conditions pursuant to this Condition 13, you may terminate this agreement pursuant to Condition 10.3

9.3 We reserve the right to disconnect a single call which lasts for 3 hours or more to protect against your phone not hanging up properly. You may redial if you wish

10.5 If we disconnect the Line Rental Services for any reason pursuant to Condition 10.1, 10.2 or 10.3 you may no longer have access to a telephone line or any home telephone services and you will need to make alternative arrangements with another telephone services provider.

telephone services provider.

11. Our Liability to You.

11.1 Nothing in these terms and conditions shall exclude or restrict our liability to you for death or personal injury resulting from our negligence.

11.2 We will be liable to you for any actual loss or damage you suffer directly as a result of us falling to carry out our obligations under these terms and conditions, not providing the Telephone Services to a reasonable standard or if we breach any of the dudies imposed on us by law, unless that failure is attributable to:
11.2.1 your own fault;

11.2.2 a third party unconnected with our provision of the Telephone Services; or 11.2.3 events which neither we nor our suppliers could have foreseen or forestalled in spite of taking all reasonable care (including circumstances beyond our reasonable control).

Homecroice website.

14.2 If we waive a breach of these terms and conditions by you, that waiver is limited to the particular breach. Our delay in acting upon a breach is not to be regarded in



contact us

don't fret! if you need help or advice with any aspect of our service then you can easily get in touch.

call us

Our Customer Care team are available to take your calls 8am - 8pm, Monday to Saturday on **0845 678 3333**

email us

Send your query to: enquiries@homechoice.co.uk

write to us

Customer Care Homechoice The Icon, Lytton Way Stevenage, Hertfordshire SG1 1AL







SOOCE Choice

digital tv broadband phone video on-demand

rest assured, you've made the right decision because homechoice® will revolutionise the way you use your tv, pc and phone!

in just one pack not only do you get all this:

digital tv

A great selection of quality channels letting you watch the best of what's on the box.

broadband

High-speed broadband in the choice of 2Mb, 4Mb or Max Speed (up to 8Mb).

phone

Great value call options from your home phone.

video on-demand

A huge choice of music, movies and TV ready to watch instantly, when you say so.

but we also give you all of this:

honesty

We don't mince our words. We tell you what you'll get in our packs and how much they cost to help you decide on the best one.

peace of mind

Everyone in the house has their own PIN, so you can regulate what the kids watch, plus we offer parental control for our broadband service.

customers come first

Looking after our customers is what we're about, so a dedicated Customer Care team is on hand to answer your queries 8am - 8pm, Monday to Saturday.

no dish or cable

We don't make any physical alterations to your phone line and we don't plonk a dish on your house.





digital tv

there's always something you'll want to watch

channels

From E4 to BBC THREE, you'll be spoilt for choice with the channels that come with our Base Pack.

more channels

And the Big Pack provides even more channels with MTV, Paramount Comedy, Discovery Channel and CNN as part of the line-up of the channels available.

more choice

Tailor your pack further by adding on either the Kids or V:MX Music TV Packs, or why not opt for the Max Pack which includes both?

plus

Sky Sports and Sky Movies are available direct from Sky via their Sky by wire service when you sign up to Homechoice.

broadband

banish slow, clunky dial-up to the history books.

choose between 2Mb, 4Mb or max speed (up to 8Mb)

2Mb is up to 4x as fast as standard broadband and means less waiting around to receive files or emails.

4Mb will get you up to 8x faster than standard broadband and is great for watching trailers and music videos, downloading songs and online shopping and banking.

Max Speed lets you receive data faster than ever before; up to 16x faster than some broadband services! It's ideal for downloading photos and playing online games.

plus

You'll get 12 email accounts, and great features like a spam filter, 100Mb of webspace and a Homechoice virus checker.

phone

you could make great savings on your phone bill.

homechoice anytime calls

From just £5 extra a month, you can make unlimited calls - at any time day or night, everyday of the week - to all UK landlines starting with the dialling codes 01 and 02.

You'll save up to £120* a year on fees alone compared to BT and get great value rates to mobiles and abroad.

homechoice freetime calls

Or you can simply take the option of inclusive evening and weekend** calls to UK landlines starting with the dialling codes 01 and 02 at no additional cost. These can be added to all our packs. You still get great value rates on daytime calls and on calls to mobiles and abroad.

video on-demand

hundreds of hours ready to watch when you want.

video on-demand gives you music, movies and tv ready to watch when you say so.

You can PAUSE, RWD, FFW or STOP all of our on-demand shows, just like you can with a DVD!

With our video on-demand there's no waiting around for 15 minutes for the show to start because you can watch it as soon as you've selected it.

homechoice replay™

There'll be no more fights when someone forgets to record EastEnders or Corrie because Homechoice Replay lets you watch some of the most popular BBC and ITV1 programmes ondemand for up to 7 days after they're first shown.



sign up!

It's time to put pen to paper and sign up for your 12 month subscription to Homechoice. You'll need to sign some contracts before we can place your order

why so many forms?

These contracts are necessary legal documents. To get Homechoice, you will need to sign the hire agreement (for the Homechoice set top box) and the service agreement. If you decide to subscribe to Sky Sports or Sky Movies you will also need to sign a separate contract, as they are still delivered by Sky.

choose the service you want

When you sign the forms you need to decide which pack you want, along with any add ons you may want. Remember that the Big Pack gives you more digital TV channels to choose from along with the added bonus of delivering a far wider choice of video on-demand to watch. Plus, you'll need to pick which broadband speed will suit you and your household's needs the best.

why must i pay by direct debit?

It is essential that we set up Direct Debit so monthly payments are taken from your bank or building society account. What's more, Direct Debit makes life simple because there's no need to worry about forgetting to pay your bill.







you've placed your order so now you can begin to look forward to getting the best digital tv channels along with high-speed broadband, phone calls and video on-demand.

your welcome letter tells you

When your installation will take place.

Your Web Password, which will allow you to setup your Homechoice email address, along with your account management so you can see your itemised phonebill, setup other TV members, get access to your webspace etc.

Your Account Number, which acts as a reference number if you need to contact our Customer Care team.

Your TV PIN, which enables you to control your Homechoice TV viewing as well as rent on-demand movies.

before your installation

You will receive a call from us to confirm when the engineer will be coming to install the service.

just before installation

Our engineer will ring you to confirm approximately what time he'll be arriving.



installation day

The engineer will explain the installation process to you before starting work. Once the equipment has been installed he will then demonstrate the service to you.

If you have chosen our phone service it will be switched on remotely approximately 2 weeks after Homechoice is installed. We'll send you a letter to confirm this.

approximately 3 days after installation

You will receive your first bill from Homechoice, which will invoice you for the first month's subscription.

Your payment for the first bill will be taken from your bank account by Direct Debit about 2 weeks later.

future bills

our bill will arrive 14 days before payment is taken. Each one will include any bay-per-view movies you've watched during the previous month and the cost or any services that you've taken part way through a month. These will be charged for accordingly.



do i need a cable or a dish, and will there be any drilling in my house?

No, Homechoice is delivered to you via your existing BT phone line so you do not need a cable or dish – even our Sky by wire packages are delivered down your phone line. No physical alterations will be made to the line either.

how long will it take to get the service once i have placed my order?

As long as there are no problems with your paperwork, or you have a relationship with another broadband or TV company, an engineer will come to your home and install the service about 8 days after you've placed your order. You will be able to

use your broadband and TV service immediately. If you opt to take the Homechoice phone service with your pack, it will be added approximately 10 days after installation.

do i need to tell my current broadband or digital tv provider that i am switching to homechoice?

Yes, you need to contact your existing broadband and/or TV provider to let them know that you wish to cancel your subscription. You should also ask your broadband provider if they can provide you with a Migration Access Code (known as a MAC) – this makes the migration process easier. Please then pass this code onto our Sales team.

how do i upgrade my pack or get further products from you?

For information about upgrades and optional extras, logon to our website homechoice.co.uk/customer/upgrades. Once you have chosen what you would like, or if you want to talk to a member of our Customer Care team about them, call 0845 678 3333.

what happens if i can't get homechoice?

We may be able to offer you other options, depending on the quality of your phone line, such as our TV only pack. This provides you with a selection of video on-demand channels and gives you access to movies on-demand.

what happens if i don't sign my contract?

If we do not receive a signed contract from you before your installation begins, we will not be able to install you with Homechoice.

what happens if my direct debit isn't set up?

You should have set up the Direct Debit when you ordered the Homechoice service. If you have not done this at point of installation and given us the signed Direct Debit form we will not be able to install you. If you wish to set up Direct Debit call us on 0845 678 3343.

can i keep my current email address?

If you use another email address from a free provider (such as Yahoo! or Hotmail) you can still keep your email address as normal. If you currently use an email address from a provider that you have to pay for (such as AOL or Tiscali) you may not be able to keep it and should contact them to check.

how do i add/change usernames on my account?

The main account holder can logon to homechoice.co.uk/customer and setup or change the online details of the other members of the household. Otherwise, simply call our Customer Care team on 0845 678 3333.

will i get a new email address?

Yes, when you set up your mail account you'll be able to choose your own email address ending in @homechoice.co.uk. This email address will also act as your online username login.

when do i start to get my bills?

You will receive your first bill approximately 3 days after installation. This will invoice you for the first month's subscription. Your payment for the first bill will be taken from your bank by Direct Debit approximately 14 working days later.

what is the tv pin used for?

The TV PIN should be used when you watch our TV service and also to purchase movies etc via your TV. Everyone in the household has their own individual PIN, so each person's restriction levels can be controlled. Plus you will easily be able to see who has ordered what when the bill comes. You can easily set up PINs for every person in the house. Call our Customer Care team on 0845 678 3333.

what should i do if i have a fault on my phone line?

If you have opted for a Homechoice line then just call a member of our Customer Care team on 0845 678 3333 who will look into the problem for you. If you have not taken a Homechoice line you should contact BT.

any questions?

which operating systems are required to support homechoice broadband?

PC - Windows 98 SE, Windows ME, Windows 2000, Windows XP or above. MAC - OS 9.x to OS 10.3 or above.

do i have to move my computer into the same room as my tv?

It is easier for the engineer to set the service up if the TV and computer are in the same room. However, if they aren't, our engineer will wire them up between rooms. If you would prefer for our engineer not to do this, you should consider our wireless option.

can i connect homechoice to other televisions?

If you have a second line you can pay for a second Homechoice service. The Homechoice set top box does have two SCART sockets. The second one is designed for your VCR or DVD recorder, but you can connect this to a second television. You will only be able to watch the same programme on both televisions.

when will calls stop being charged by my old supplier and start with homechoice?

You will receive a letter from us detailing the exact date that your Homechoice calls will start. This date will be at least 10 days after your installation date.

can i upgrade to faster broadband?

We can provide speeds of up to 8Mb depending on the capability of your phone line. To take a look at the speed upgrades that are available, logon to our website homechoice. co.uk/customer/upgrades/speed. Then simply call a member of our Customer Care team on 0845 678 3333 to place your order.

my burglar alarm is connected via my phone line, will homechoice affect it?

In the majority of cases our service will not affect it. However, we suggest that you contact your burglar alarm provider to check that this is the case.

how do i get the tv pack add ons or mini subscriptions?

Check our website homechoice. co.uk/customer/upgrades for information about upgrades and optional extras. Some packs such as the Kids TV pack or V:MX Music TV pack will even give you the option of trying the channels out for a day for £1.99. When you find a pack that you want to upgrade to just call our Customer Care team on 0845 678 3333. They will be able to upgrade you immediately.

can i have more than one computer connected to the service at the same time?

Yes, you can have up to 4 computers connected at the same time if you take our wireless option, at an additional cost. Simply call a member of our Customer Care team on 0845 678 3333, who will be able to give you more information.

we know this small print looks scary - but it's not! please take some time to read through it and if you have any questions, give us a call and we'll be happy to answer

service terms and conditions

them for you.

The following terms and conditions apply to our provision of the Services to you pursuant to this Agreement.

I Definitions

n these Terms and Conditions the following words and expressions shall have the following meanings:

Acceptable Use Policy means our policy from time to time relating to your use of the internet service supplied by us, as may be found on our website at www. homechoice.co.uk or obtained by contacting our Customer Care line on 0845 678 3333:

ment Date means the date on which you sign this Agreement or the tion Date, whichever is the earlier:

Agreement means these terms and conditions and any annex relating to any specific Service(s) between Homechoice and the Subscriber, including the

Use Policy;

Alternative Provider means a provider who in our reasonable opinion provides services which are compatible with the Services, details of which can be obtained from Customer Care on 0845 678 3333;

BT means British Telecommunications plc none Line means a telephone line owned by BT and rented from BT or an

Alternative Provider;

Call Service means our carrier pre-selection phone service or any other fixed line residential calls service which we provide to you subject to the Telephone Service Terms and Conditions, if you have opted for this service;

Charges means the Monthly Subscription Charges, Early Termination Charges, Pay Per Rental Charges and any other charges you incur;

tion Charges means the charges payable by you as set out in Condition 8.6;

Entry Level Package means any combined broadcast TV, video on demand and internet package of Services offered by us in our Price List at any time during the term of this Agreement (but excluding any special offers we may have from time

To time);

Equipment means the equipment supplied to you by us which enables you to receive the Services, which shall include any set top decoder(s), remote control unit(s), cabling and other ancillary apparatus as necessary for the reception of the services and/or other services. The Equipment does not include your ET Telephon Line (if applicable) which shall remain the property and responsibility of ET or an Alternative Provider (as the case may be);

Homechoice, we or us means Video Networks Limited whose registered office is at 205 Holland Park Avenue, London W11 4KB, registered in England, company number 2740910 and VAT Registration No 606 083 167;

Homechoice Roradhand means a nackage offered in our Price List which exclude the means a lock appendix of the province of the province

hoice Broadband means a package offered in our Price List which excludes

ation Address means the address of the property occupied by the Subscribe

Installation Date means the date on which we install the Equipment at the

Installation Address; Line Rental Service means our line rental service which we provide to you subject to the Telephone Service Terms and Conditions, if you have opted for this service; Minimum Period means the period of twelve months from the Installation Date; Monthly Subscription Charges means the monthly subscription charges for the Services as specified in the Prioc List;

Services as specified in the Price List;

Pay Per Rental Charges means the pay per rental charges due in addition to the Monthly Subscription Charges in relation to your use of the Services;

PIN means a personal identification number issued by us at your request to allow others in your household to have their own access to the Services;

Price List means our Price List incorporating any changes we make to the Monthly Subscription Charges from time to time. Our current Price List is available on our website at www.homechoice.co.uk or can be obtained by contacting our Customer Care line on 9845 678 3333. Care line on 0845 678 3333:

Service) means any services (but excluding the Call Service and the Line Rental Service) that may be delivered or offered by us to you from time to time, as part of a package or otherwise, including but not limited to broadcast services, video on demand and internet services.

Service Number means the telephone number you provide to us which will allow us to provide the Services and /or the Call Service or the Line Rental Service at the

Subscriber means you, the party entering into this Agreement;

Telephone Service Terms and Conditions means the Terms and Conditions under
which we provide the Line Rental Service and the Call Service;

TV Only Package means a package offered in our Price List which excludes an
internet service.

Internet service.

2.1 Installation, Access, Telephone And Power

2.1 in the event that we, or BT on our behalf, are unable to supply the Services at the installation Address for technical or operational reasons, such as the distance the installation Address from the local telephone exchange, we will, if available, off you an alternative service offering and pricing option, which, if you decide to acce will be supplied on the Terms and Conditions of this Agreement, subject to any will be supplied on the lerms and conditions or track agreement, subject to any variations we inform you about at the time of accepting the alternative service. If we are unable to offer you an acceptable alternative service, this Agreement will automatically end and subject to us returning any advance payments to you that may have made, neither of us will have any further liability to the other.

may have made, neither of us will have any further liability to the other. 22 Whilst this Agreement is in force, you agree to maintain in full working order a BT Telephone Line or a line rented from us as part of the Line Rental Service, a secure electricity power supply and an appropriate television receiver at the Installation Address each as required for the reception and use of the Services. In addition if you receive our Line Rental Service and wish to cancel it, you must follow the procedure set out in the Telephone Service Terms and Conditions in order to ensure that we can continue to provide the Services under this Agreement. We shall not be liable for any interruption in the Services or failure to provide the Services in the event that you fail to maintain or follow any of the foregoing or in the event of any malfunction in any of the foregoing.

2.3 We will not be liable to you for any damage to your personal equipment cause by any incompatibility of the Services with your personal equipment unless such damage is directly attributable to the improper installation of the Equipment by its content of the Equipment by its content

3 Supply Of Additional Equipment

3 Supply Of Additional Equipment
3.1 In the event that you order any additional equipment from us for installation at the Installation Address the following provisions will apply:

(a) you will ensure that our installation engineer has access to the Installation Address to install such additional equipment at the appointed time;

(b) in the event that we are unable to install the additional equipment at the Installation Address for technical or operational reasons and we are unable to offer you a suitable alternative connection to the Services, we will promptly reimburse you with any fees already paid by you in respect of such additional equipment;

(c) if the additional equipment; you are ordering is to replace a wired connection to our Services with a wireless connection, we will leave your existing wire connection in place unless we garee otherwise. There may be an additional charge if we agree at your requests, to remove your existing homechoice wiring which we will notify you of prior to carrying out the work. We will not be liable to you for any damage or redecorating costs caused by removal of wiring unless we have been negligent exceptions of the proposal proposal

4 Your Representations 4.1 You represent that:

(a) you are the current occupier of the Installation Address or, if your postal address is different from the Installation Address, that you have obtained in frelevant permissions and consents from the occupier of the Installation Address which are necessary to enable you to comply with your obligations in this Agreement; (b) you are aged eighteen or over: and

(i) are the freeholder of the Installation Address: or

(iii) are the tenant with a lease for a term of one year or more of the Installation Address; or

Address; or (iii) have obtained all relevant permissions and consents from the freeholder or such tenant as the case may be of the Installation Address which are necessary to enable you to comply with your obligations in this Agreement; (c) you will inform us if your Service Number changes; (d) you will check with us before you install any products which may be Incompatible Products as this will affect delivery of the Services; and

(e) you will inform us if you are planning to move or if you move from the Installation

4.2 You give us or, at our direction, BT permission to

4.2 rou give us or, at our direction, BI permission to: (a) execute any works at the property comprised in the Installation Address for, or in connection with, the installation, maintenance, adjustment, repair, alteration, replacement, renewal or removal of the Equipment;
(b) keep the Equipment installed at the Installation Address; and
(c) enter the Installation Address on reasonable notice to inspect and/or maintain any Equipment kept at the Installation Address or elsewhere for the purpose of the Services provided by us.

Service to you, Homechoice will gather information about you relating to your use of the services we provide as part of managing your account. We comply with our obligations under the Data Protection Act 1998 ("the Act") and ensure that all information is held and processed by us in accordance with the principles of the Act. By entering into this Agreement you agree to our obtaining this information ar using it in accordance with and for the purposes set out in this Agreement.

using it in accordance with and for the purposes set out in this Agreement. 5.2 Subject to your consent, we may undertake or request others to undertake credit checks on you in order to determine your credit worthiness before agreeing to enter into this Agreement. Where your record is searched using a credit reference agency, they will add to your record details of our search and your application and this will be seen by other organisations that make searches to help make decisions about orcelf for you and members of your household. Please let us know if you require details of the credit reference agencies from whom we obtain and to whom we pass information about you.

information about you.

5.3 We may record telephone conversations with you as part of our on-going training of service personnel and to ensure the accuracy of information given to you.

5.4 Through the Equipment and provision of the Services and/or the Call Service or the Line Rental Service we will gather, gain access to or store personal information

about you willoth:

(a) is necessary to enable us to provide the Services and/or the Call Service or the

Line Rental Service to you and to charge you correctly:

Rental Service to you and to charge you correctly; necessary for our own internal business purposes; any build up a picture of your purchasing and interests which we will use to ove and tailor the Services and/or the Call Service or the Line Rental Service

which we provide to you; and how long you use the Services and/or the Call Service or the Line Rental Service and which services you use.

5.5 From time to time we may use details supplied by you at any time in our relationship to send you electronic communications containing information about other similar products or services we or our business partners offer where we have received your consent. We may also use your information to tailor our services towards your needs and preferences, and offer you packages which better suit your needs or offer you additional services were the product of the prod

subsequently.

5.6 From time to time we may be contacted by BT in relation to your Service Number. If we receive such communication, we may contact you in relation to your continued access to the Services.

5.7 If at any time you do not want us to use your information for the purposes set out above then please let us know by contacting us on 0845 678 3333.

5.8 We do not store or process any information on you when it is no longer required by us or if you have informed us that you do not want us to store or process such information which you may do at any time (by contacting us on 0845 678 3333) unless it is necessary for us to store or process such information to provide the Services to you and to charge you correctly.

onal Identification Numbers undertake to keep confidential your PIN and those allocated to others at the tion Address under this Agreement.

Installation Address under this Agreement.

6.2 You have no proprietary right to your allocated PIN however Homechoice will try to accommodate your requests for changes.

6.3 You accept responsibility for all transactions undertaken on any PIN granted to the Installation Address and will ensure that all users who are allocated a PIN at your request are aware that their access to the Services is in accordance with

7 Monthly Subscription Charges And Payments
7.1 You agree from the Agreement Date to pay us the Monthly Subscription Charges and the Pay Per Rental Charges and any other amounts due arising from you or any person at the Installation Address subscribing to or utilising any of the Services.
7.2 If the Services are supplied to you as an Entry Level Package, the Monthly Subscription Charges are always payable in full by you regardless of whether you elect to use a particular type of service or not.

elect to use a particular type of service or not.

7.3 With the exception of the first month's Monthly Subscription Charges, which are billed during the first month of your subscription (together with any Pay Per Rental Charges accrued up to such bill date), the Monthly Subscription Charges are normally billed monthly in advance and other charges such as Pay Per Rental Charges are normally billed monthly in arears, unless we notify you otherwise in

wrung.
AP Ayment of the Monthly Subscription Charges and the Pay Per Rental Charges
due to us under this Agreement shall be made by you in full by Direct Debit. If
any payment is not honoured for any reason we reserve the right to charge you a
processing tee in addition to the original amount due and any interest accrued.

processing fee in addition to the original amount due and any interest accrueo. 7.5 Payment of all sums due to us under this Agreement must be made on the due date. In the event that you are more than a month behind with your payments at an time during this Agreement, then, without prejudice to our right to treat any default in payment as grounds for ending this Agreement, we reserve the right to exercise our rights under Conditions 8.4 and 8.6 and to charge you all reasonable costs incurred by us as a result of late payment and daily interest on outstanding amounts, until payment in full is received by us.

payment in full is received by us.

7.6 Charges are subject to change by us giving you not less than 30 days' notice in writing (save where such change is due to a variation in the rate of Value Adde

in writing (save where such change is due to a variation in the rate of Value Added Tax or where you have changed your subscription package in accordance with Condition 9.4 in which case no notice shall be required, if we change the Charges in accordance with this Condition 7.6 you may be entitled to end this Agreement as out in Condition 8.3 below. All sums due to us under this Agreement are inclusive of Value Added Tax and exclusive of any other applicable taxes which may from time to time be introduced and which shall be paid by you. 7.7 We shall be entitled to suspend transmission of the Services if you fail to meet your monthly payments.

your monthly payments.

7.8 If you move from the Installation Address during the term of this Agreement or change your Service Number we reserve the right to charge you an additional fee to cover our reasonable costs involved in continuing to provide the Services to you. In the event that we are unable to supply the Services to your new address or Service Number for any reason we may end this Agreement on giving you 30 days' notice and in the event that the Minimum Period has not expired you will be liable to pay the applicable Early Termination Charges.

7.9 From time to time we may offer you a free bonus service in addition to the Service(s) for a temporary period. We reserve the right to withdraw such bonus service(s) at any time; however, we will notify you at least 30 days prior to doin 7.10 Special offers in relation to the Charges will only be valid if set out in the P List or on our website (at www.homecholec.co.uk) on the date on which you be

a Subscriber.

8 Ending This Agreement
8.1 This Agreement will come into force on the Agreement Date and will continue for the Minimum Period, unless you are allowed to end the contract earlier according to these Tems and Conditions or your agreement with us in respect of the Equipment ends due to you exercising your right to cancel under that agreement (if applicable) or otherwise. After expiry of the Minimum Period, this Agreement shall continue automatically on the same terms indefinitely until either party gives not less than 30 days' notice to the other party of its intention to end this Agreement.

8.2 You may end this Agreement without penalty by calling us on 0845 678 3333 within 8 working days of the Agreement Date, provided that this cancellation right is exercised prior to the Installation Date, and we will promptly refund any payments already paid by you.

8.3 You may also end this Agreement by giving us at least 30 days' notice in writing it:

(a) we break our obligations under this Agreement and fail to put them right within a

reasonable timescaie; or (b) at any time within the Minimum Period we increase by 10% or more the Charges for those Services you agreed to take at the start of the Minimum Period or we reduce to your detriment the scope of the Services you receive from us. If you do not give us notice within 30 days we will assume you have accepted the increase in charges or the changes to the Services.

8.4 We may end this Agreement if:
(a) you fail to make any payment when due or make a material mis-statement in any

details supplied to us or default in due performance of any material obligation under this Agreement or any other agreement with us (including the Telephone Service Terms and Conditions):

(d) we have reason to believe you are in breach of your obligations under Condition

(e) the circumstances set out in Condition 2.1 occur; or (f) you fail to comply with the whole or part of Condition 2.2. 8.5 Each of us will be entitled on giving notice in writing to end this Agreement a any time if suspension pursuant to Condition 11 or our failure to perform pursua Condition 14 continues for more than three months.

(a) we end this Agreement due to your default, including your failure to pay the Monthly Subscription Charges on the due date in accordance with this Agreeme

Early Termination Charges

terms and confluctives.

(b) you are unable to pay, your debts as they fall due, seek to make any arrang with a creditor or any action is taken against you which may lead to your becobankrupt, insolvent or being wound up, or if you cease to trade;

(c) our authorisations under the Communications Act are revoked;

5.9 You have the right under the Act to request in writing from us details of the to have alre light under the Act to request in which from so details of the attion we hold and why we hold it and/or request that we cease using it for a ular purpose. Any information which is found to be incorrect or incomplete will rected promptly. We may charge a small fee for providing such information.

(b) you end this Agreement during the Minimum Period (other than in circumstance in which you have a right to do so in Conditions 8.1, 8.2, 8.3 and 8.5) - you will have to compensate us for the full amount of any outstanding Monthly Subscription Charges, due to us for the remainder of the Minimum Period plus any outstanding Pay Per Rental Charges accrued up to the date of termination. We will calculate heyament due from you based on the Monthly Subscription Charges payable for 4.3 Any person with apparent authority at the Installation Address who grants entry to us will be regarded as acting with your authority and consent. 4.4 You shall procure all permissions, licences, consents and approvals necessary to enable us to deliver, install and keep installed the Equipment at the Installation

(a) the lowest priced Entry Level Package as set out in the Price List at the date of

termination; or (b) the price for the TV Only Package at the date of termination if you subscribed to the TV Only Package when you first became a Homechoice customer; or (c) the price for Homechoice Broadband at the date of termination if you subscribed to Homechoice Broadband when you first became a Homechoice customer. 8.7 Termination will not affect any right of either party arising out of any breaches of this Agreement by the other.

Mis Agreement by the other.

8.8 If you enter into a new agreement with us after this Agreement expires or ends we may charge you a re-connection charge to cover our reasonable costs.

9 Provision Of Services And Programming
9.1 We shall provide the Services to the best of our ability but:

(a) delivery of the Services relies upon the provision of services and facilities telecommunications and other suppliers that are beyond our control and we s not be liable for any acts or omissions of third party service or equipment sup that impact on our ability to provide the Services;

that impact on our ability to provide the Services;

(b) any part of the Services including, without limitation, programme content and availability of service is subject to change by us or any relevant third party supplier without notice and we shall not be liable for any failure to transmit any selected programme advertised in any publication or advertisement; and

(c) we may improve, modify or otherwise after any of the Services and their content, for any of the following reasons including if the programming or content provided to us by any of our programme providers is altered; if we decide that the Services should be altered for reasons of quality of service or otherwise to benefit our customers; if we need to alter the Services for technical or regulatory reasons; or if we need to alter the Services because capacity is not available to provide certain services on our system. We will give you written notice of any changes to the need to alter the Services Decause capacity is not available to provide cert fices on our system. We will give you written notice of any changes to the vices as soon as reasonably possible. If within the Minimum Period we red or detriment the scope of the Services you receive from us you will have the ancel this Agreement as set out in Condition 8.3.

to cancel this Agreement as set out in Condition 8.3.

9.2 The Services may include services provided and/or operated by third parties, including but not limited to shopping and banking services. We are not responsible including but not limited to shopping and banking services. We are not responsible to any services and exclude all losses, liabilities and damages you may suffer our third party services so are solely responsible for all costs and charges for the use of such third party services by you or anyone using your PIN or the PINs allocated to others at the Installation Address.

9.3 The content of programming and other services provided or delivered as part of the Services may not be suitable for viewing or use by persons of all ages, it is your sole responsibility to ensure that the Services viewed or used are suitable for viewing or use by persons of all ages, it is your sole responsibility to ensure that the Services viewed or used are suitable for viewing and the properties of the Services were the services to any other services.

your sole responsibility to ensure that the Services viewed or used are suitable for those viewing them. We are not liable to you for any viewing, use of or access to any material by any persons (including in particular minors) whether or not authorised by you to view, use or access vouch material or services at the Installation Address. 9.4 You may add to or reduce the number of Services you receive from us by contacting us at any time during this Agreement (although this does not affect your legal right to cancel this Agreement as set out in Condition 8.2) provided that, where you subscribe to an Entry Level Package or TV Only Package or Homechoice Broadband when you first become a Homechoice customer, you agree to subscribe to the lowest priced Entry Level Package or TV Only Package or Homechoice Broadband (as the case may be) at all times during this Agreement.

9.5 if we provide any extra Services to you, you agree to accept those Services for at least the minimum period notified to you by us.

Maintenance Services

1. Subject to the Terms and Conditions of this Agreement we shall provide such infernance and/or repair services as are, in our sole opinion, required to provide

or improve the Services.

10.2 By entering into this Agreement, you undertake to notify us promptly if any Equipment or the Services are not performing properly.

10.3 Maintenance services will be provided during our normal working hours.

11 Suspension Of Services
11.1 We may at our sole discretion elect to suspend provision of the Services or performance of any of our obligations until further notice without liability to you if you are in breach of any of your obligations under this Agreement, including if we suspect that you are using the Services for any commercial purposes or if you are involved in the unlawful copying of content of any of the Services.

11.2 If we exercise our suspension rights in respect of an event in Conthis will not exclude any right we may have to end this Agreement later that or any other event.

12 Liability
12.1 Nothing in this Agreement shall exclude or restrict our liability:

12.1 vorning in this Agreement snail exclude or respired our liability.

(a) for death or personal injury resulting from our negligence or that of our employees while acting in the course of their employment;

(b) arising from any defect in the Equipment if and to the extent we are liable under part 1 of the Consumer Protection Act 1987; or

(c) for any matter for which it would be unlawful for us to limit or exclude our liability.

12.2 We will be liable to you for any actual loss or damage you suffer directly as a result of us failing to carry out our obligations under this Agreement, not providing the Services to a reasonable standard or if we breach any of the duties imposed or us by law unless that failure is attributable to: (a) your own fault:

(b) a third party unconnected with our provision of the Services under this

Agreemment; or (c) events which neither we nor our suppliers could have foreseen or forestalled in spite of taking all reasonable care (including circumstances beyond our reasonable control set out in Condition 14).

12.3 Other than in relation to Condition 12.1, in the event of a breach of this Agreement by us we will not be liable to you for any loss, damage, cost or expensarising out of the breach which was not reasonably foreseeable by us at the Agreement Date including but not limited to:

(a) any losses relating to any business including but not limited to lost profits, lost data or business interruption; or 12.3 Other than in relation to Condition 12.1, in the event of a breach of this

(b) lost enjoyment or wasted time.

12.4 Our liability to compensate you (in the case of loss or damage other than in respect of a claim under Condition 12.1) shall be limited to a reasonable amount having regard to factors such as whether the damage was due to a negligent act or ornission by u.

12.5 You are responsible for the repair and maintenance of your apparatus (to which the Equipment may or may not be connected) and we shall not be liable for any loss 2.5 four are responsible to the open and the control of the properties of the proper

13 Use Of The Services
13.1 We may from time to time give you instructions or procedures which we bell are necessary for reasons of health, safety or the quality of the telecommunicatio service and you agree that any equipment connected to or used with the Service will be connected and used in accordance with those instructions or procedures

will be connected and used in accordance with those instructions or procedures applicable to that equipment.

13.2 You agree that you will not use the Services in a way inconsistent with any legislation, or any licence applicable to us or in a way that is unlawful or fraudulent whether against us, ET, or any public telecommunications operator.

13.3 You agree that your use of the Services and the Equipment is solely for your own private and non-business use and undertake that you will not (nor permit or assist any other person to) show publicly, copy or distribute any part of the material comprised in the Services, nor will you use any of the Services in a manner which constitutes a violation or infringement of the rights of any person (including but not limited to rights of copyright or confidentiality) or a violation or infringement of any duty or obligation of whatever nature to any third party.

13.4 Use of the internet service provided by us is subject to you accepting and complying with our Acceptable Use Policy.

complying with our Acceptable Use Policy.

14 Circumstances Beyond Our Control

14. Indivinishanding anything contained in this Agreement if we are unable to perform all or part of our obligations under this Agreement by virtue of any reason beyond our reasonable control including but not limited to problems with the Services resulting from the distance of the Installation Address from the local telephone exchange, industrial disputes, high velocity winds, fire, flood, earthquake explosion, power outages, decision of any Court or other judicial body of competer jurisdiction, unavailability of materials, equipment, transportation, power or other commodity failure, non-availability of programming facilities, act of Government or other prevailing authority, or the acts or omissions of public telecommunications operators, then such non-performance will not be deemed to be a breach by us of this Agreement.

15.1 We cannot guarantee that our offer will remain open to you if you do not return your signed copy of this Agreement to us within 3 months from the date of the cover

letter accompanying it.

15.2 We reserve the right at any time to assign this Agreement, provided always that no assignment will affect any guarantees to you under this Agreement, to any company, firm or person whatsoever. This Agreement is personal to and may not be covered business. assigned by you.

15.3 If we waive a breach of this Agreement by you, that waiver is limited to the particular breach. Our delay in acting upon a breach is not to be regarded in itse

15.4 Any notice under this Agreement shall be in writing and shall be deemed to have been duly given if left at or sent by post or facsimile transmission (confirmed by post) to the postal address of the post at or sent by post or facsimile transmission (confirmed by post) to the postal address of when the post and the post of the postal address of which notice has previously been given by the party to be served and will be deemed to have been received when left or on the day it ought to have been received in the due course of post or facsimile transmission. 15.5 This Agreement comprises the entire agreement between us and you and overrides any prior understanding, agreement or representation of whatsoever nature relating to this Agreement and no representation, term or statement, written or oral (save as referred to in this Agreement and for fraudulent misrepresentation).

shall be binding on us.

15.6 This Agreement does not confer any rights on any party other than

15.7 This Agreement shall be construed and interpreted in accordance with English Lav

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acceptable use policy

Our policy for the acceptable use of Homechoice Internet Service.
Please read these terms and conditions carefully as they are applicable to your use of the Homechoice Internet Service (the "Internet Service") and explain what you can and cannot do with your Internet Service.
These terms are legally binding and form part of the terms and conditions included in your Homechoice Agreement. The Homechoice Agreement can be found on our website at www.Homechoice.co.uk or you may contact our Customer Care line on 0845 678 3333 to request a copy or enquire about any of your rights and responsibilities under

these terms. We may change or update the terms of our Acceptable Use Policy at any time and such updated policy shall be displayed on the www. homechoice.co.uk website. We recommend that you visit our website regularly to ensure that you are aware of the changes.

echoice provides you with a fast Internet Service providing access to the World Wide Web and email, depending on the package you have selected. In addition, Homechoice provides you with up to 100MB of space which can be used to develop personalised web sites, subject to the terms of this Acceptable Use Policy.

the terms of this Acceptable Use Policy.

1. Use of the Internet Service and compliance with Law

1.1 You agree that you will only use the Internet Service in a way which is consistent with these terms and conditions and which is not in violation of any law or regulation which is enforceable in the United Kingdom. In particular, you agree that you will not use the Internet Service:

1.1.1 for any commercial or business purpose whatsoever, including to advertise or offer to sell any goods or services; or

1.1.2 allow others to use it other than at the address at which the Internet Service is installed; or

1.1.3 to send, receive, encourage the receipt of, upload, download, use or reuse any material which is offensive, abusive, defamatory, obscene or menacing or a preach of the copyright, trade mark, confidence, privacy or any other rights of ar

person; or 1.1.4 in a manner which is invasive of another's privacy, causes annoyance, inconvenience or needless anxiety to any person; or 1.1.5 to upload or send unsolicited e-mail or otherwise transmit any unsolicited advertising or promotional materials; or

advertising or promononal materials; or 1.1.6 to upload or send any material which contains software viruses or other codes, files or programs designed to interrupt, destroy or limit the functionality of any computer software, hardware or telecommunications equipment; or 1.1.7 to conduct or forward surveys, contests, pyramid selling schemes or chain letters: or

1.1.8 in any manner which would interfere with or disrupt the Internet Service or

1.1.8 in any manner which would interfere with or disrupt the Internet Service or contravenes any instructions which we may give to you in connection with the Internet Service from time to time; or 1.1.9 in any manner which would contravene the Computers Misuse Act 1990; or 1.1.10 in any manner which infringes or breaches any third party trade marks (which shall include but not be limited to copyrights, trade marks, design rights, trade secrets, patents, moral rights and performance rights]. For the avoidance of doubt, the installation or distribution of "prated" software or other software products that are not appropriately licensed to you will constitute a violation of Trademarks.
1.2 You acknowledge that the Internet Service will only support shared internet access for up to a maximum of 3 personal computers which have been connected up to the Internet Service on a wired, wireless or combination basis by a Homechoice engineer.

up to the Internet Service or a wise, which is the Internet Service engineer.

1.3 You acknowledge that Homechoice cannot install, configure or offer tech support or advice in respect of any of your equipment used in connection will Internet Service, whether to enable a wireless connection or otherwise, unler equipment has been supplied and installed by us.

expuriment has been supplied and installed by us.

1.4 You agree not to exceed the download limit allocated to your Internet Service.

For the 1Mbps service the download limit is 30GB per month and for the 2Mbps service the download limit is 45GB per month.

1.5 Where we have not applied a fixed limit to the amount of data that you may upload or download, we reserve the right to impose a limit where, at our discretion, we consider that your usage is affecting or may affect other users' enjoyment of the Internet Service.

or your usage of the service exceeds what we consider to be reasonable for

domestic use.

1.6 You acknowledge that the Internet is designed to appeal to a broad audie it is your responsibility to determine whether any of the content accessed via Internet Service by children in your household is appropriate. 1.7 You acknowledge that the Internet Service and any information or goods, which you obtain from the Internet Service, are provided for your personal use only and may not be used for any commercial purposes or distributed commercially without our prior written permission.

1.8 Given the global nature of the Internet you agree to comply with all local rules

1.8 Given the global nature of the Internet you agree to comply with all local rules regarding online conduct and acceptable content. You also agree to comply with any applicable rules regarding the export of technical data from any country including but without limitation the United States.
1.9 You acknowledge that we are not obliged to monitor your use of the Internet Service but that we and our agents reserve the right to refuse or to remove any material which you upload or send using the Internet Service without notice to you if we believe, in our absolute discretion, that such material breaches these terms and conditions.

and conditions.

1.10 You are responsible for ensuring that any others in your household who you allow to use the Internet Service (such as those who have received a PIN from us) use the Internet Service in accordance with these terms and conditions.

1.11 If we believe that the Internet Service is being used in contravention of these terms and conditions we are entitled to disconnect the Internet Service without giving notice to you. Prior to restoring the Internet Service (which shall be at our absolute discretion) we may require an assurance from you in a form we deem acceptable that there will be no further breach of these terms and conditions.

ion of the Internet Service and Our Liability ours to ensure that the Internet

2.1 We will use commercially reasonable endeavours to ensure that the In Service is fully operational at all times. However we cannot guarantee that the linternet Service will be fault free or that your access to the Internet uninterrupted and we will not be liable to you if your access to the Internet interrupted or restricted at any time for reasons beyond our reasonable of 22 Due to the nature of the Internet and the fact that in providing the Internet Service to you we must rely on third party services, we cannot guarantee specific levels of service performance.

2.3 We reserve the right to restrict access to the Internet Service and to impose data traffic restrictions at our discretion, in order to provide upgrades, implement

2.3 We reserve the right to restrict access to the Internet Service and to impose data traffic restrictions at our discretion, in order to provide upgrades, implement new facilities, allow data retrieval and maintain service levels. Where practicable you will be advised of any such measures by e-mail and/or via our website within

reasonable timeframe.

2.4 We reserve the right to filter emails and to remove emails containing, or suspected by us of containing, a computer virus and/or any email which we absolute discretion, consider to be email spam but we are not under any ob to monitor the content of any use or transmissions of the Internet Service. Vernalis which are considered by us to be email spam are not removed, we rether right to modify the header of such emails so as to identify such email as 2.5 Homechoice has an email storage limit of 15MB per email account. This is for the 2.5 nonectione has all refinal society and to collect them through your email progr storage of youthook Express). Every time you collect them through your email progr (eg Outhook Express). Every time you collect your emails they are removed from storage server and your limit is reset. If your email account reaches 15MB any re emails will not be accepted and will be bounced back to the sender.

emais will not be accepted and will be bounced back to the sender.

2.6 Any unread emails that are older than 120 days may be deleted by us without prior notice to you. Please ensure that you regularly check your emails to make sure you do not unintentionally enable their deletion.

2.7 We do not guarantee that use of the Internet Service will be compatible with all hardware and software which you may use to access it.

2.8 We are not liable to you for any damage or loss arising from the consequenced viruses received by you via the Internet Service or for any losses related to any business, including but not limited to lost data, lost profits, business interruption or wasted expenditure.

wasted expenditure.

2.9 If you become aware of a fault occurring with the Internet Service you should notify us by emailing us at support@homechoice.co.uk or phoning us on 0845 678 3333. We will endeavour to rectify the fault as soon as reasonably practicable.

3 Suspension and Modification of Internet Service Your access to the Internet Service may occasionally be interrupted or restricted to allow for repairs or maintenance to be carried out or the introduction of new facilities or services. We will endeavour to restore the Internet Service as soon as possible. We may modify the Internet Service at any time with or without notice.

ermination may restrict, suspend or terminate your use of the Internet Service if we believe, ur absolute discretion, that you have breached these terms and conditions or the ns of the Homechoice Agreement at any time. The suspension or termination Internet Service will be without prejudice to any rights that we may have against

you under the Homechoice Agreement.

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5 Links
5.1 The Internet Service may provide links to Web sites operated by third parties Such links are provided for your convenience only. We have no control over these sites and are not responsible for their availability or content. Our inclusion of links to such sites does not imply any endorsement of the material on such sites or any

Please read these terms and conditions carefully as they are applicable to your use of Homechoice's Call Service or Line Rental Service (as defined below) where you have elected to receive such services from us. These terms are legally binding. If you have any queries regarding

your rights or responsibilities under these terms and conditions, please

In these terms and conditions the following words and expressions shall have the

BT Telephone Line means a telephone line owned by BT and rented from BT or an

Alternative Provider;

Call Service means the carrier pre-selection phone service or any other fixed line residential calls service provided by us pursuant to these terms and conditions (excluding the Line Rental Service);

Call Options means the additional call facilities available which are set out in the Telephone Service Price List;

Exercite Alice Additional.

the Telephone Services;

Homechoice Agreement means the agreement between you and us for our broadcast services, video on demand and/or internet services;

Line Rental Service means the service we provide to you to allow you to rent access to a telephone line together with the fixed line residential calls service provided by us pursuant to these terms and conditions;

Telephone Service Price List means our price list from time to time on www choice coult, which includes details of our charges for the Line Rental Service the Call Service and available Talk Plans and Call Options; Plan means "thomechoice Treetime Calls" or "Homechoice Anytime Calls" or any plan or option we may introduce in the future as referred to in the Telephone

2.1 We will provide the Telephone Services to your home address where you 2.1 We will provide the Telephone Services to your home address where your Homechoice subscription is received. We will notify you of the date on which Telephone Services will commence. The Telephone Services should commen before the later of 30 days after the commencement of the services under the Homechoice Agreement or 30 days after you place your order with us. You she aware that we rely on Network Operators to provide the Telephone Service and there can sometimes be delays. If this happens we will notify you as soor possible.

2.2 You have asked us to provide the Telephone Service to the Service Number 2.3 You are eligible to receive the Telephone Services only while y Agreement is in force, although at our absolute discretion we may

Agreement is in force, although at our absolute discretion we may waive this requirement.

2.4 'Free', 'unlimited' or 'inclusive' calls which form part of any Talk Plan which we provide to you only include calls to UK area codes which commence 01 and 02 (e.g. 020, 0161) at the times specified in the Telephone Service Price List. Calls to non-geographic, international, mobile and premium-rate numbers are excluded from any 'free', 'unlimited' or 'inclusive' calls and will be charged for as specified in the internet on numbers commencing 01 or 02 and to charge for or block calls to the internet on numbers commencing 01 or 02 and to charge for or block access codes or numbers for calling cards and other call providers.

2.5 The Telenburge Services are provided to you using our selected Network.

or numbers for calling cards and other call providers.

2.5 The Telephone Services are provided to you using our selected Network Operators and you authorise us to act on your behalf in all dealings with such Network Operators in connection with us being able to provide or to continue provide you with the Telephone Services.

2.6 Some services provided by other Network Operators and / or Alternative Providers may not be compatible with the Telephone Services.

3.1 To use the Telephone Services you must agree to pay our charges as set out in

Condition 7.
3.2 You must ensure that any telecommunications equipment that you use in connection with the Telephone Services is in good working order and conforms at all times to all applicable regulations and laws. We are not obliged to provide you with any telephony equipment or maintenance services in relation to your existing

equipment.
3.3 You agree to use the Telephone Services in accordance with our 'Use of the Services' policy set out in Condition 8.
3.4 You agree to use the Telephone Services for your household's private, non-business use only and not for any commercial purpose. You must not re-supply, reself or otherwise make the Telephone Services commercial; available to any

4.6 You must not connect any equipment to the rised Line Network without our permission of ther than using a main phone socket. If you connect any equipment the Fixed Line Network without our consent, or if any equipment we allow you to connect causes harm to the Fixed Line Network you must disconnect immediately upon our request or allow us to disconnect if for you.

Provision of the Call Service
 1 If you have elected to receive the Call Service, the provisions of this Condition

authorised by them to receive the Call Service.

4.3 Calls made to the Emergency Services or BT Operator Services are routed via BT and are not made through our Call Service. Any charges for these calls where relevant will appear on your bill from either BT or your Alternative Provider.

4.4 You acknowledge that the telephone line and connection are provided by BT or an Alternative Provider. If there is a fault with either the BT Telephone Line or the

oconnection, you should contact BT on 0800 800 151 or your Alternative Provider on their help line (as applicable). You remain responsible for any charges made by BT or an Alternative Provider relating to your telephone line and connection (together with any repair and maintenance charges, unless caused by our negligence). 4.5 If you already receive call services from another provider, the other service

4.5 If you already receive call services from another provider, the other service provider should continue to provide its services to you until the transfer to our services is complete unless they notify you otherwise. Please be aware that you may be responsible for early termination charges (if applicable) if you transfer for an existing provider to us prior to expiry of any minimum period in your contract

with that provider.

4.6 You should be aware that some services such as call barring may be inoperal when you transfer over to the Call Service. Please contact Customer Care on 08-678 3333 if you would like more information about this. Please be aware that you may be responsible for another provider's charges if you transfer from such providers and do not give the required notice period to cancel such services.

4.7 We may agree to provide you with the Line Rental Service in which case the provisions of Condition 5 shall apply.

5. Provision of the Line Rental Service
5.1 If you have elected to receive the Line Rental Service, the provisions of this

will nyou have elected to receive the Line Rental Service, the provisions of this Condition 5 will apply.

25 Lif you already receive line rental services from another provider, the other service provider should continue to provide its services to you until the transfer to our services is complete unless they notify you otherwise. Please be aware that you may be responsible for early termination charges (if applicable) if you transfer from an existing provider to us prior to expiry of any minimum period in your contract with that provider.

5.3 If we do provide you with a telephone number you are not entitled to advertise

triat number in any phone box.

5.4 You should be aware that some services such as call barring may be automatically removed from your line when you transfer over to the Line Rental Service. Please contact Customer Care on 0845 678 3333 if you would like mor information about this. Please be aware that you may be responsible for anothe provider's charges if you transfer from such provider to us and do not give the required notice period to cancel such services.

4 will apply.

4.2 We are only able to provide the Call Service to a single BT Telephone Line,

connected to a Homechoice set top box. You must possess (and contin cossess) a BT Telephone Line at your home where we supply the service are not the account holder in your home, you must be and warrant that you suthorised by them to receive the Call Service.

Network Operator means any third party telecommunications network or system operator which we use to provide the Telephone Services;

Service Number means the telephone number you provide to us which will allow us to provide the Telephone Services to you; Telephone Services means the Line Rental Service or the Call Service and any Call Options that you order and we agree to provide to you subject to these terms and conditions.

wing meanings:
mative Provider means a provider who in our reasonable opinion provides
ices which are compatible with the receipt of services under the Homechoice
sement, details of which can be obtained from Customer Care on 0845 678 3333;

telephone service terms & conditions

contact Customer Care on 0845 678 3333.

BT means British Telecommunications plc;

conditions to the extent applicable.

6.3 You acknowledge that we may need to supply your personal information to our selected third party telecommunication suppliers for the purpose of enabling provision of the Telephone Services and to charge you correctly.

7. Charges and Billing
7.1 The charges for your use of the Telephone Services will be billed by us ro on the bill you receive pursuant to your Homechoice Agreement for receive the pursuant to your Talk Plan will be a proved of your Talk Plan will be I will be my you receive pursuant to your Homechoice Agreement for receipt of other nvices. Any fixed monthly charges which form part of your Talk Plan will be billed us monthly in advance and any additional call charges will be billed by us monthly arears. Where possible the charges will appear on your next bill but sometimes are may be a delay.

Taz All applicable charges are payable by you in full by Direct Debit. We will collect your payment for the Telephone Services at the same time and under the same instruction as set up in respect of the other services provided under your Homechoice Agreement (and you agree that we may change that instruction for this purpose, if required).

this information.
7.4 You are responsible for all call charges incurred as a result of use of the Telephone Services by you or anyone else at the address where the Telephone Services are provided to you.
7.5 You may not incur charges of any kind in respect of the Telephone Services (excluding Homechoice Anytime subscription fees) in excess of £300 (or such other larger sum as we may notify you from time to time)in any one month. If at any time you exceed such limit we will contact you and request immediate payment.

8. Use of the Services

Fixed Line Network means the telecommunications network over which we provide

9.1 We may (at our assolute discretion) restrict, suspend or terminate provision of at or part of the Elephone Services immediately:
9.1.1 if we reasonably believe that you are misusing or have misused the Telephone Services contrary to these terms and conditions, including, without limitation, use of the services in breach of Condition 8, whether or not you were aware of the misuse;
9.1.2 if you fail to pay us the charges you owe us for use of the Telephone Services in accordance with these terms and conditions and you have not agreed an arrangement for payment within seven days of our informing you that your account is overfule:

is overdue;

9.1.3 if you fail to use the Call Service (if applicable) for a period of 6 months or more

9.1.4 if you have exceeded the call or credit limit for your use of the
Telephone Services;

9.1.5 if any Ofcom authorisation of ours (or the authorisation of any relevant third
party telecommunications supplier or regulator) expires or is revoked or modified in
any respect which materially or adversely affects our ability to provide the Telephone
Services to you:

Services to you; 9.1.6 if we have to do so to comply with any order, instruction or request of any authorised government body or authority or any Emergency Services organisation

Homechoice Agreement comes to an end or we suspend any other Homechoice services we provide to you); or 9.1.8 (where relevant) if you fail to maintain a BT Telephone Line in accordance with Condition 4.4 of these terms and conditions.

9.4 If we agree to reinstate provision of the Telephone Services this will be done as soon as is reasonably practicable.

on giving the other not less tinan:

10.3.1 in the case of Call Services, 10 working days' notice in writing.

10.3.2 in the case of Line Rental Services; (a) 30 days' notice in writing; or (b) if you have first arranged for Another Provider to provide you with access to a telephone line and call services then you may give us 10 working days' notice in writing.

10.1, 10.2 or 10.3 you may no longer have access to a telephone line or any home telephone services and you will need to make alternative arrangements with another telephone services provider.

telephone services provider.

11. Our Liability to You.

11.1 Nothing in these terms and conditions shall exclude or restrict our liability to you for death or personal injury resulting from our negligence.

11.2 We will be liable to you for any actual loss or damage you suffer directly as a result of us falling to carry out our obligations under these terms and conditions, not providing the Telephone Services to a reasonable standard or if we breach any of the dudies imposed on us by law, unless that failure is attributable to:
11.2.1 your own fault;

11.2.2 a third party unconnected with our provision of the Telephone Services; or 11.2.3 events which neither we nor our suppliers could have foreseen or forestalled in spite of taking all reasonable care (including circumstances beyond our reasonable control).

13. Urlesserve the right to make changes to this agreement for any reason which we consider necessary, Reasons for such changes may include (without limitation) comply with security, legal or regulatory requirements, or due to changes related to our Network Operators or other third parties on whom we rely to provide the

6.2 Your personal data will be used by us in accordance with Condition 5 of the Homechoice Agreement and those provisions are incorporated into these terms conditions to the extent applicable.

7.3 Fully itemised call charges will be available through a secure website, or by such other means as we may decide from time to time. Homechoice will provid you with a password in your Homechoice welcome letter enabling you to access this information.

7.6 You may add or remove Call Options at any time by contacting Customer Care on 0845 678 3333.

8.1 You must ensure that you do not use the Telephone Services for any unlawful or improper purposes. You may not use the Telephone Services in any way in connection with any message or communication which:8.1.1 is offensive, abusive, indecent, obscene or menacing (which includes making

8.1.2 is fraudulent, criminal or defamatory; or

8.1.2 is fraudulent, criminal or defamatory; or 8.1.3 may, in our reasonable opinion, infringe the rights of any other person.
8.2 You may not use the Telephone Services in such a way that may damage or affect the quality of the Telephone Services or any telecommunications system used to provide the Telephone Services. This may include excessive use of the service inconsistent with that which might be reasonably expected of a residential consumer 8.3 At our discretion, we may set a call limit on your account. Homechoice Custome Care on 0845 678 3333 can confirm this for you.

Restricting, Suspending or Terminating the Telephone Services
 We may (at our absolute discretion) restrict, suspend or terminate provision of all

or 9.1.7 if you become ineligible to receive the Telephone Services (for example, if your

Inter and can services their you may give us 10 working days induce in willing. 10.4 You should be aware that if you want to end the provision of Line Rental Services and still receive services under the Homechoice Agreement you must follow the procedure set out in Condition 10.3.2(b) otherwise you may not be able to receive services from us under the Homechoice Agreement which will entitle us to end the Homechoice Agreement and may result in you paying early termination charges. Please contact Customer Care on 0845 678 3333 if you want more information.

Faults with the Line Bental Sen

13.2 We will advise you of any changes to these terms and conditions as follows

14.1 We will try to work through any disputes that you may have with us. However, five cannot do this, you can refer the matter to any relevant dispute resolution service. Details of how to do this are set out in our Customer Code which is on the 'donechoice website.

to the particular breach. Our delay in acting upon a breach is not to be regarded in itself as a waiver.

14.3 These terms and conditions shall be construed and interpreted in accordance with English Law.

6. Provision of Personal Information
6.1 You agree to provide us with any information that we or our selected third party telecommunication suppliers reasonably require to enable us to provide you with the Telephone Services.

13.2.1 a general change to these terms and conditions 30 days before the change is due to take place; and

snart give you at reast 30 days' notice.

13.3 If we change these terms and conditions pursuant to this Condition 13, you may terminate this agreement pursuant to Condition 10.3

Homecroice website.

14.2 If we waive a breach of these terms and conditions by you, that waiver is limited to the particular breach. Our delay in acting upon a breach is not to be regarded in

92. We may elect to temporarily restrict your ability to make premium rate or international calls where we notice unusual call patterns.

9.3 We reserve the right to disconnect a single call which lasts for 3 hours or more to protect against your phone not hanging up properly. You may redial if you wish

10. Ending Provision of the Telephone Services

10.1 We may (at our absolute discretion) end the provision of the Telephone Services if your Homechoice Agreement ends.

if your Homechoice Agreement ends.

10.2 You may cancel provision of the Telephone Services at any time within 8 working days of either the date of your Homechoice Agreement or the date on which you ordered the Telephone Services, whichever is the later date.

10.3 Otherwise, either party may end this agreement at any time and for any reason on giving the other not less than:

other person.
3.5 You agree and authorise us and our selected third party telecommunication suppliers to route your calls as may be necessary to enable us to provide and administer the Telephone Services to you.
3.6 You must not connect any equipment to the Fixed Line Network without our prior

10.5 If we disconnect the Line Rental Services for any reason pursuant to Condition

12. Faults with the Line Rental Service
12.1 Please contact Customer Care on 0845 678 3333 in the event that you suffer or suspect that there is a fault with the Line Rental Service we provide to you.
12.2 If we decide that an engineer should be sent to your permises to investigate or repair a fault we will notify you of an appointment time and you are responsible for ensuring that our engineer has access to your premises where the Line Rental Service is being provided.

Service is being provided.

12.3 If an engineer attends a fault and decides that the fault has been caused by your equipment, you will be responsible for paying the charges for any work carrie out by the engineer to fix the fault.

12.4 We will only be responsible for the cost of repairing any fault with the Line Rental Service where such fault has arisen as a result of our failure or the failure of a Network Operator to provide the Line Rental Service or faults due to fair wear

due to take place; and 13.2.2 a change to your current Talk Plan or option or our pricing arrangements with you on your next bill, unless we have had to increase any of our prices, when we shall give you at least 30 days' notice.



Mr N. O. Name Top Floor 1009 Queens Rd London W21 4XX

this month

This month there's a fabulous selection of new movies on the service - and if you do have some spare time why not pop along to the Autumn Ideal Home Show? Homechoice has managed to get you £2 off advance adult tickets and £I off senior citizen tickets - see below for details. Plus, we revealed our new look at the beginning of the month - email us at newlook@homechoice.net to let us know what you think.

from 9th sept



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lemony snicket's a series of unfortunate events

Following the death of their parents, Violet, Klaus and Sunny Baudelaire are sent to live with the evil, greedy Count Olaf (wonderfully played by Jim Carrey) - what follows can only be described as a series of unfortunate events...

from 2nd sept



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futurama on Cí

Hold on to your stomach, wipe your eyes and prepare for the third season Futurama. You certainly won't want to miss your dose of Fry, Bender and the gang in their hilarious adventures at Planet Express in this laugh-out-loud animation.

special offer



visit the autumn ideal home show

Homechoice are offering customers a specially discounted ticket to the Autumn Ideal Home Show, 7-16 October. Simply call 0870 606 6080 and quote Homechoice or visit www.idealhomeshow.co.uk and enter 'ex' when asked for your special offer password.

a brand new look



homechoice is evolving

Along with our new logo we've transformed our look and feel so now our great service has a funky appearance to match! We also have new packs, new channels and an even bigger choice of products.

Your Account Number 13800

Statement number 446059 Statement date 05-Sept-2005

ACCOUNT STATEMENT

Balance from your previous statement Payment received thank you 24th-Aug-05	77.50 77.50 CR
	00.00
Subscription charges Itemised charges	43.47 7.50
Sky charges *	29.23
AMOUNT NOW DUE	£80.20

Payment will be collected by Direct Debit on or just after 01-Oct-2005

Most importantly – as an existing customer you will not pay any more for the pack that we have moved you to until August 2006!

Your September bill contains credits for the September period that you paid in advance on your August bill. This is because our old pack structure (and payments for it) finished on 31st August.

Your September bill will contain your normal advance monthly charge and show a charge from 1st September to your usual September billing date. Normally, all September charges would appear on your August bill, but as you were on the old pack structure we credited you with the amount you pre-paid then and have instead shown the charges on your September bill.

All discounts you receive are shown as separate items.

Your next bill will look much simpler! This is because you will no longer see any details of your old pack.

Your Account Number 13800

Credit from 1st Sept to your usual billing date for the amount paid for your old pack on the August bill

Charge for new pack from your usual billing date for one month (normal advance charge)

Monthly charge for Homechoice Anytime Calls, with discount shown separately

SUBSCRIPTION CHARGES

	Total Homechoice subscription charges		£43.4	! 7	
	Homechoice Anytime Calls Discount for period 05-Sep-2005 to 04-Oct-2005		2.00	CR	
	V:MX Music TV Pack for period 05-Sep-2005 to 04-Oct-2005		6.00		•
•	Homechoice Anytime Calls for period 05-Sep-2005 to 04-Oct-2005		7.00		
	V:MX Music TV Pack for period 01-Sep-2005 to 04-Sep-2005		0.80		•
	05-Sep-2005 Any 2 Tiered products for £8 Discount	Cancels out	0.27		•
	05-Sep-2005 Knowledge & Life	Concele aut	0.66	CR	•
	05-Sep-2005 Music		0.66	CR	•
•	Homechoice 2Mb Big Pack for period 05-Sep-2005 to 04-Oct-2005		32.99		
	Homechoice 2Mb Big Pack for period 01-Sep-2005 to 04-Sep-2005	Cancels out	4.39		•
•	05-Sep-2005 Homechoice 2Mb Entry Level	Canada aut	4.66	CR	

Charge from 1st Sept to your usual billing date for new pack

Part credit for Music and Knowledge & Life add ons on your old pack paid for on August bill

Charge for V:MX Music TV Pack from 1st Sept to your usual billing date and advance monthly charge – with new prices

ITEMISED CHARGES

Name	Date	Time	Title Cost	Total
Neil	05-Aug-2005	16:16	The Parent Trap (1961)	2.00
Neil	16-Aug-2005	21:30	Vera Drake - NEW	3.50
Neil	24-Aug-2005	20:02	Fear	2.00
Total HomeChoice itemised charges				

Customer Care Line: 0845 678 33 33

Open: 7 Days a Week 8am - 11pm

Video Networks Ltd

The Icon, Lytton Way, Stevenage, Hertfordshire, SG1 1AL homechoice.co.uk







 05-Sep-2005 Sky Sports 1,2,3 Extra & Sky Movies 1
 4.20 CR

 Sky By Wire Pack A for period 01-Sep-2005 to 04-Sep-2005
 3.93

 Sky By Wire Pack A for period 05-Sep-2005 to 04-Oct-2005
 29.50

 Total Sky charges
 £29.23

* For Sky Channels, HomeChoice is acting as an agent of British Sky Broadcasting Ltd

The total of above charges is based on the Net Amount of £86.83 plus £18.42 VAT @ 17.5%.